

BIG RED BOOK



MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS



Fourth edition ©2014
For staff use only

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Transport for London



Library
Station 46
HIGH STREET

Welcome to the Big Red Book

Welcome to the new edition of the Big Red Book. Its publication marks several big milestones for London Buses: the introduction of cash-free travel; the Year of the Bus in which we celebrate the essential contribution bus drivers make to the communities within this great city; and the introduction of our newest icon, the New Routemaster.

The network is performing better than ever before. Last year, our buses covered 297 million miles, which is the equivalent to 321 return trips to the moon. Every single weekday, around 6.5 million journeys are made. In addition, London now has what is considered the most wheelchair user-friendly bus network in the world.

Without drivers and customer assistants, our city would grind to a halt. That is, without YOU, our passengers would not be able to enjoy a reliable, friendly and professional service.

I want to say a personal thank you for your contribution to making every journey matter. Keep up the good work.




Leon Daniels

Managing Director, Surface Transport
Transport for London



What's new?

We have updated the guidance in the book, but can't cover all possibilities. Often customers just want to be kept informed, so we have included some examples of what to say when using your public address (PA) system for this purpose.

We've added or changed guidance on the following topics:

- ◆ Cash-free operationPages 11, 100
- ◆ Transfer vouchers.....Page 32
- ◆ Cyclists and other vulnerable road usersPage 51
- ◆ Using the PA systemPage 54
- ◆ Pre-recorded announcementsPage 58
- ◆ Travel support card.....Page 67
- ◆ Wheelchairs and mobility scootersPage 72
- ◆ Driver text message optionsPage 88
- ◆ Avoiding conflictPage 90
- ◆ Vulnerable passengersPage 101

There are also the usual updates on fares and ticketing plus your new bus service guide (page 162), a glossary (page 312) and an index (page 318).

Get in touch and we'll help you if we can

Text your questions to: **07860 023080***

Email: **busdriverfeedback@tfl.gov.uk**

...and we'll get back to you.

*Your normal network rate applies

Frequently asked questions

This section provides answers to issues around:

Cash-free operation

Stopping policy

Serving busy bus stops

Passengers with hidden impairments

Wheelchair users

Passengers with buggies



Frequently asked questions

This section provides answers to many of the issues we know you face and passengers tell us about:

- ◆ Cash-free operation
- ◆ Stopping policy
- ◆ Serving busy bus stops
- ◆ Passengers with hidden impairments
- ◆ Wheelchair users
- ◆ Passengers with buggies

There are more detailed answers to these issues further on in the book but here is a brief summary plus details of where to find more information.

Top questions asked

1. Why have London's buses gone cash-free?

Cash use in London has been very low, at around one per cent of all journeys by the end of April 2014. By going cash-free, this benefits you as you won't have to carry cash, worry about having enough change, or pay cash in at the end of your duty.

This puts London's bus service at the forefront of innovation and you can feel proud to be a part of the biggest fares policy change in over a decade.

There has been no change to Oyster or to concessionary passes as part of going cash-free.

In December 2012, we introduced acceptance of contactless payment cards (CPCs) on our bus services. In 2014, we introduced a 'one more journey' feature on Oyster. Also, we are extending acceptance of CPCs to other services and introducing capping to further encourage their use as an alternative to cash payments.

Passengers who turn up and attempt to pay with cash should be asked if they have another way to pay for travel. If they have no alternative method of payment, you should politely refuse to let them travel on your bus unless you feel they could be vulnerable.

See 'A driver's guide to ticketing', page 100.

2. Why should I pick up passengers if they don't put their hand out at the bus stop?

Some passengers may not know they need to put their hand out or they might be visually impaired, making it difficult for them to know which bus they should flag down. Whether it is day or night, if there is someone at the bus stop, you have to stop. If in doubt, stop. If you are sure nobody is waiting for your bus, or wants to get off, you can keep going.

See *'The basics'* page 22.

3. Do I have to stop more than once at busy bus stops?

You may need to. Older passengers or those with mobility or visual impairments frequently tell us that it is hard for them to board their bus at busy bus stops. Often, this is because buses pull up behind others already at the stop, which may be some distance from where passengers are waiting.

You must always make sure that passengers who want your bus have an opportunity to board before you pull away. Do not move off or pull around other buses in front of you until you have checked to see all passengers waiting for your bus have boarded. This may mean you need to pull up to the bus stop flag/post.

See *'The basics'* page 22.

4. How do I know if a passenger has a hidden impairment?

Not all impairments can be seen, so never make assumptions and do not question anyone's entitlement to a disabled person's Freedom Pass. For example, they may have a hearing impairment, mental health issue or a learning disability.

We are working with organisations supporting people with learning disabilities to promote the use of the travel support card for those people who may be left stranded due to cash-free operation. Please look out for passengers with this card.

See *'Older and disabled passengers'*, page 67.

5. What do I do if there are people or buggies in the wheelchair area and a wheelchair user wants to board?

Wheelchair users are to be given access to the wheelchair priority area even if it is occupied by other passengers or buggies. Use the iBus automated announcement to make it clear that the wheelchair priority area is needed.

Sometimes it is possible for a wheelchair and an unfolded buggy to share the wheelchair priority area. It would be helpful to explain this to the wheelchair user and buggy owner, as they will be happier with that outcome and you will feel more in control of the situation. You should allow this, provided the wheelchair user is in the correct position. If part of the buggy extends into the gangway, that is allowed provided the gangway is not blocked.

If a buggy owner already on the bus is willing to get off to provide more space for another buggy or wheelchair user, you should issue a transfer voucher to allow them to travel on another bus.

See *'The basics'*, page 38.

6. What do I do if a passenger wants to board with a buggy and there are already buggies on board?

Generally, it is safe to have two unfolded buggies in the wheelchair priority area depending on their size. However, there is no fixed rule on the maximum number of buggies allowed because every situation is different – it depends on the size of the buggy, the space available and how full your bus is. Only ask passengers to move or fold their buggy down if the space is needed by a wheelchair user or if it will cause an obstruction. There is no restriction on the number of folded buggies as long as they will fit and do not block the gangway.

See *'The basics'*, page 38.

If there is anything that you want to know, that is not covered here, send a text to: **07860 023080***, or email **busdriverfeedback@tfl.gov.uk** and we'll get back to you.

The basics

- 19.....A typical journey
- 28.....If your journey is diverted
- 33.....What can you allow on board?
- 38.....Buggies
- 40.....Using your Mobile Data
Terminal (MDT)



The basics

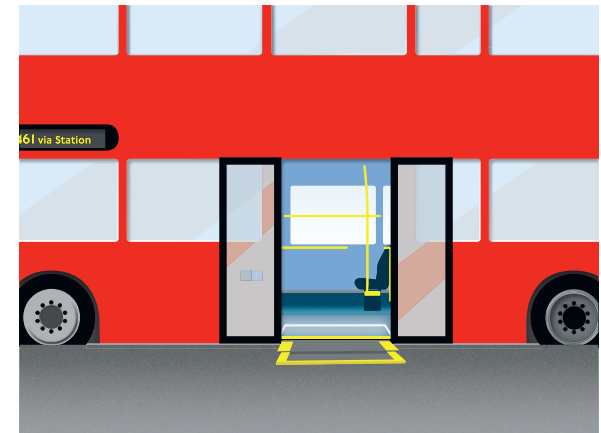
They may be called the basics, but the everyday tasks that you carry out are essential for ensuring our passengers have a safe and reliable journey, every time they travel by bus.

Take pride in your contribution to the communities you serve, and make sure that every journey is as good as it possibly can be.

A typical journey

Before you leave the garage...

1. Complete your walk around checks and make sure your wheelchair ramp is working. If there is a problem with the ramp you must report it and it should be repaired or your bus substituted before you leave the garage.



2. Remember to sign on your electronic ticket machine (ETM) module and check your ticketing equipment is working. If it is not, report any faults as soon as possible.
3. You also need to make sure your iBus and MDT are working. Visual and audio announcements on iBus make it much easier for disabled passengers, as well as those less familiar with the network, to use the buses. This is why you must make sure iBus is switched on at all times, unless you have been authorised not to by your service controller due, for example, to the direction of travel not correctly updating.

Having iBus on also means passengers will ask you fewer questions. Please report any faults with iBus as soon as possible via your service controller, so we can get them fixed.

4. You should be smartly dressed in your company's uniform and must not wear your hi-vis jacket while driving. This will not only promote a smarter image, but ensure that you stay safe by deliberately putting on a hi-vis when needed in operational areas.

On the road...

1. Always drive with the safety and comfort of your passengers in mind.
2. You must not eat, drink or smoke (including electronic cigarettes), use a mobile phone or listen to headphones or a radio while driving or in charge of the bus.

3. Do not chat to anyone (including colleagues) or allow yourself to be distracted while driving. If a passenger asks you a question, explain you will answer their question when you have stopped.
4. Make sure all the destination blinds on your bus are set correctly and are easy to read for each journey. If it is dark, the blinds must be lit. This will be automatic on most new buses, when the side and head lights are switched on, so please check before the start of your trip. If the lights are not working, report this to your garage.
5. Keep your dashboard clean and clear.



As your bus reaches the stop...

1. Keep an eye out for intending passengers at all times. You must stop to pick up anyone waiting to board your bus:

- ◆ No matter what kind of stop it is (red or white stop flag)
- ◆ Whether they have put their hand out or not
- ◆ Any time, day or night

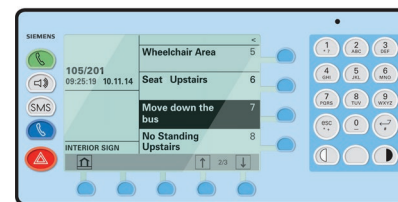
The reason for this is that people with visual or other hidden impairments or visitors to London may not know they have to put their hand out or may not be able to.

2. Look and listen out for passengers intending to get off. Ideally they will let you know they wish to get off by ringing the bell but be prepared to stop in case they do not.

If in doubt, stop. If you are sure no one wants to get on or off you can keep going.

3. You must always pull in close to the kerb at bus stops wherever possible. Before you open the doors, assess whether passengers will need you to kneel the bus, especially if they have to step up on to the platform. Please kneel the bus if someone asks you.
4. Make sure you stop within the bus stop road markings and move forward to pick up passengers if it is a large stop for more than one bus. You must not move off or pull around other buses until you are sure you have picked up all your passengers.

5. If something is delaying you from reaching the stop, you can let passengers off, providing it is safe to do so. Use your PA system to let your passengers know. If possible, ask them to leave using the front doors so you can make sure they are safe. This will be appreciated by passengers and will help avoid conflict.
6. If an older or disabled passenger wishes to leave your bus via the front door, on two-door buses, you should allow it as this may be easier and safer for them.
7. Make sure all the passengers who want to get off are safely clear of your bus before you close the doors.
8. Check to see where there is space on your bus. On a double deck bus, if there are seats on the upper deck encourage passengers to go upstairs by playing the pre-recorded iBus announcement or use your PA system (for help on what to say, see page 54). If your bus begins to fill up with standing passengers, ask them politely to move down using the pre-recorded iBus announcement or your PA system.

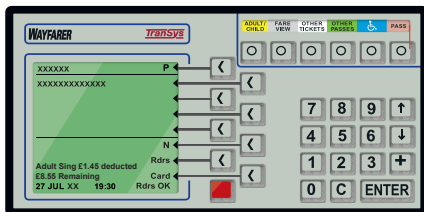


9. Before moving off, make sure all passengers who boarded are sitting down or holding on safely, especially those who are older, disabled or with young children.
10. Be prepared to give a little extra time or help if a passenger needs it. This could include writing things down, confirming they are on the right bus or facing them so they can lip read.

Some passengers may show you the travel support card, which explains that they need some additional help (for more information, see page 67).

Checking tickets...

1. If an Oyster card or contactless payment card is used, listen for the beeps and check the information on your ticket machine.



2. If you are shown a printed ticket, you should check for the following:



Questions from passengers...

1. If you are asked a question like 'Where does this bus go to?' or 'Do you go past a Tube station?' do your best to answer in a polite and helpful way.

Letting passengers off the bus...

1. You must pull up close enough to the kerb so all passengers can step from the bus directly on to the pavement. If you have a wheelchair user on board you must pull into the kerb so the ramp can be extended correctly. You may use a different part of the kerb if the bus stop is blocked or the ramp does not extend correctly.

Hail and Ride routes...

1. On Hail and Ride routes with no fixed bus stops you should only stop where it is safe to do so. Avoid grass verges, street corners and bends in the road where your view is limited or where you could block other road users.
2. If you cannot stop where a passenger has hailed you or asked you to let them off, politely explain the reason when it is safe to do so.

When you are at a bus stand...

1. You must switch off your engine. Leaving it running wastes fuel, is a noise nuisance and damages health. London borough officers may also issue you with an on-the-spot penalty.
2. Check for any passengers remaining on your bus as you do your walk around checks and, if there are, politely ask them to leave. If they appear to be lost, vulnerable or distressed, or you do not feel comfortable about the situation, call **Code Red** immediately.

When you are at a bus station...

1. These are the main things to remember:
 - ◆ Switch off your engine
 - ◆ Wear your hi-vis jacket in and around the operational parts of the bus station
 - ◆ Walk on designated walkways
 - ◆ Report spillages, accidents or damaged surfaces to our TfL staff
 - ◆ Comply with requests from the bus station controller (BSC)
 - ◆ Be considerate to other bus drivers

If your journey is diverted

Diversions

1. Check at the garage for any planned diversions at the start of your duty and make sure you are familiar with the revised route. For unplanned diversions in service, always contact your service controller and follow their instructions. If you are unsure where to go, call CentreComm using **Code Red**.
2. For both planned and unplanned diversions you must tell your passengers what is going on. Use the PA system to keep them informed. Do not rely on iBus as we are not always able to update the onboard next stop information.

For more help with using the PA system, including what to say and when to say it, see page 54.

3. On diversions, you must serve all bus stops if passengers want to get on or off.



If your bus breaks down or is curtailed


1. Use the pre-recorded iBus 'change of destination' message. This will also ask passengers who have used Oyster pay as you go or a contactless payment card to see you to collect a transfer voucher. This will allow them to transfer on to another London bus service going the same way at no extra cost.
2. You can use the PA system to apologise and to tell your passengers that you will help them on their way as soon as possible.



3. Issue a transfer voucher to each passenger who used Oyster pay as you go or a contactless payment card and needs to transfer to another bus. Remind those passengers **not** to touch in on the next bus.
4. Try to make sure all passengers are transferred to another bus. Keep a special lookout for disabled passengers or those who may need a little extra help from you (such as older people or tourists).

For more help on what to say over the PA system, see page 54.

How to issue a transfer voucher...

On your ETM, press  button twice to access 'driver functions' then select the curtailment option. Issue as many transfer vouchers as necessary to those who ask for one.

How to deal with a transfer voucher...

If you are given a transfer voucher by a boarding passenger, check it is valid – issued today, not more than 60 minutes ago. These can be used on any London bus service going the same way. Provided it is valid, tear the voucher completely in half and return both halves to the passenger.

 London Buses	
Bus Transfer Voucher	
Issue Time:	10:10
Issue Date:	11/10/2014
Route Issued:	C10
ETM No:	200080
Trip No:	56
From Stop	7817
Valid for one bus journey for 60 minutes after issue. Give to driver on boarding	

What can you allow on board?

Say yes to:

1. Guide dogs (including puppy walkers training new guide dogs) and other assistance dogs (helping people with, for example, autism, epilepsy or a hearing impairment) – you must allow them on board, and there is no limit to the number of assistance dogs you should allow on (see page 66.)



Say yes to:

2. Other dogs and inoffensive animals – only refuse them if they are dangerous, and use your discretion if you are asked to carry more than one per deck. Dogs should be under control and on a lead. All dogs may travel on any deck of the bus.



Say yes to:

3. Bicycles that fold up and can be carried.



4. Oxygen cylinders, which passengers may need for medical reasons.

Say no to:

1. Open bottles or cans of alcohol.
2. Open containers or those leaking fluid, such as open tins of paint or open food containers.
3. Anything hazardous or inflammable, such as petrol cans.
4. Unfolded bicycles.
5. Other items including:
 - ◆ Anything likely to cause injury or offence
 - ◆ Items more than two metres long
 - ◆ Anything one passenger cannot carry by themselves
 - ◆ Electronic cigarettes being used on the bus

If you decide you cannot allow something on board, apologise and politely explain why.



Buggies

We know the number of people with buggies wanting to travel on your bus can be difficult to manage sometimes. The following guidelines are designed to help you cope with these situations.

Passengers with single buggies should board by the front door only. However, if they wish to board by the middle door because their buggy is too large to use the front door they must ask your permission first. Users will still need to touch their Oyster card/contactless payment card or show you a valid ticket.

When there is more than one buggy

1. Generally, it is safe to have two unfolded buggies in the wheelchair priority area depending on their size. However, there is no fixed number of buggies allowed because each situation is different – it depends on the size of the buggy, the space available, and how full your bus is.
2. Sometimes it is possible for a wheelchair user and an unfolded buggy to share the priority area. It would be helpful to explain this to the wheelchair user and buggy owner, as they will be happier with that outcome and you will feel more in control of the situation. You should allow this provided the wheelchair user is in the correct position and the buggy does not block the gangway.
3. Only ask passengers to move or fold down their buggy if the unfolded buggy is unable to share the wheelchair priority area with a wheelchair user or if it will cause an obstruction. Do not move off until they are safely repositioned.

4. If a buggy owner already on the bus is willing to get off to provide more space for another buggy or wheelchair user, you should issue a transfer voucher to allow them to travel on another bus.

Dealing with double or large single buggies

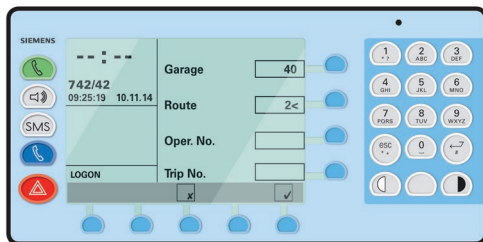
Passengers with double or large single buggies can board by the centre doors, as it is too difficult for them to get on at the front. Passengers must ask your permission first and users will still need to touch their Oyster card/contactless payment card or show you a valid ticket.



Using your Mobile Data Terminal

Make sure your MDT logs on at the same time as your ETM. It is important you log on to your ETM correctly using the details on your duty card. This ensures your journeys can be tracked and appear on passenger Countdown signs as well as the live bus departures website/mobile phone apps.

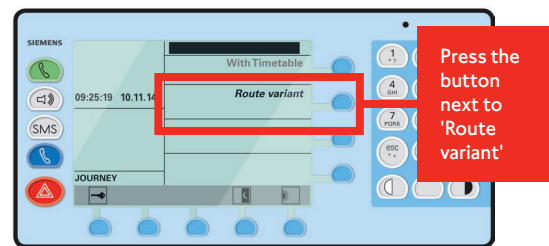
If you need to sign on to the iBus MDT separately from the ETM, enter your details as below:



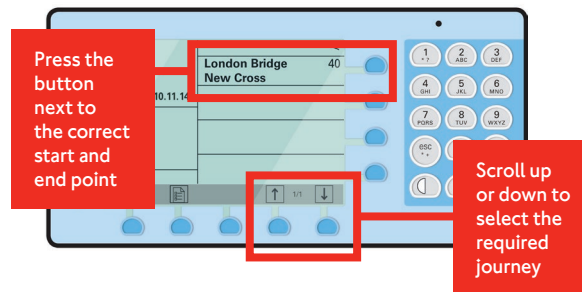
Remember when you are running out of service to/from the garage, you must log off from your MDT to ensure mileage is recorded correctly and your bus does not appear on passenger Countdown signs and the live bus departures website.

You may also need to use the following process to ensure your MDT is fully operational and you have proper radio communications with your garage.

1. Enter a route variant.



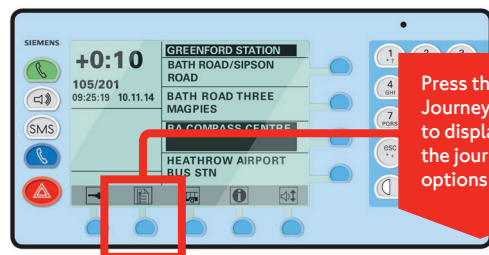
2. Select where your journey starts and where it ends.



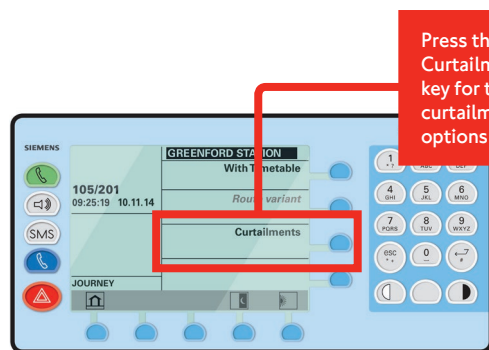
3. Then do the same when you enter the details for your return trip.

Driver-entered curtailments

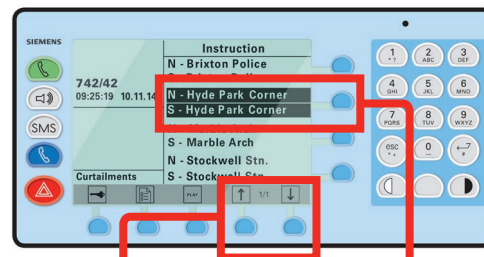
If you need to enter a curtailment, proceed as follows. After a short while you will get a confirmation screen:



Press the Journey key to display the journey options



Press the Curtailments key for the curtailment options



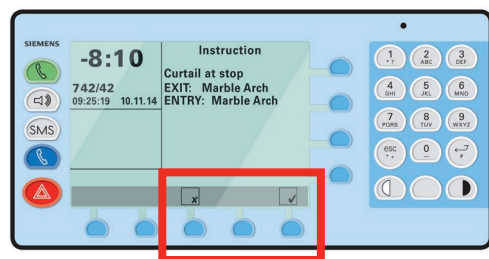
Scroll up or down to select the required curtailment

Press the button next to the curtailment to confirm

- ◆ Acknowledge the instruction as shown on page 44, or select 'x' if there is a mistake and the service controller needs to reset the instruction for you
- ◆ When acknowledged, the destination announcement will change

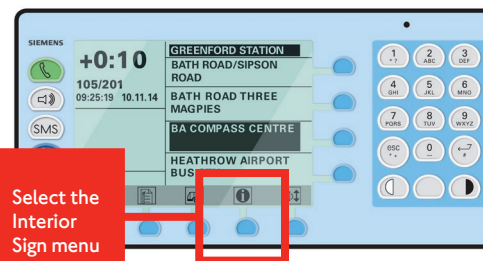
Curtailments by service controller

Curtailments by a service controller are shown to you as an instruction (and the authorisation code will be given over the radio):



Acknowledge the instruction, and only press 'x' if there is a mistake

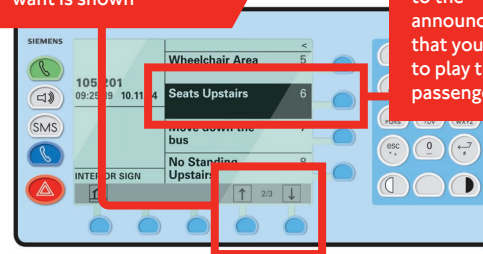
Using pre-recorded announcements



Select the Interior Sign menu

Scroll up or down until the announcement you want is shown

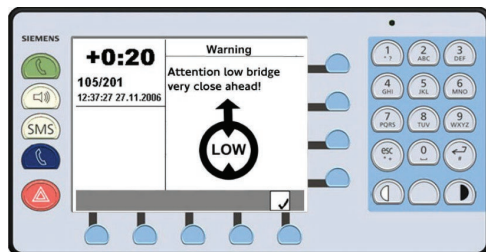
Press the button next to the announcement that you wish to play to your passengers



For more on this topic, see pages 54 and 58.

Low bridge warning alarm

When you are logged on to the MDT it will warn you about any low bridges in the area around your bus. This will be given as an audible warning alarm. If you hear the alarm, or see the information shown below on your MDT screen, make sure you check the height of any bridge you are approaching – especially if you have been asked to go on diversion.



More than just a driver

51 Cyclists and other vulnerable road users

54 Using the PA system

58 Pre-recorded announcements



More than just a driver

This section gives you guidance about how you can do more than the basics and provide a professional service to be truly proud of.

Buses carry more passengers than the Tube, making it an essential service for the Capital. Your actions show our passengers that every journey they make matters to us.

Cyclists and other vulnerable road users

There are many more cyclists using London's roads and you should take special care to ensure you are aware of cyclists, pedestrians and other vulnerable road users at all times. Look out for Barclays Cycle Superhighways, Barclays Cycle Hire users and less experienced cyclists across the Capital.

- I. Give all cyclists space as you overtake (at least about half the width of your bus, or 1.2 metres) and ensure the whole bus is clear of the cyclist before you pull back in. Do not cut in on cyclists as you approach bus stops or road junctions. It is often safer to hold back for a few seconds and wait for cyclists to go past a stop or through a road junction. Overall, this will not impact on your schedule.





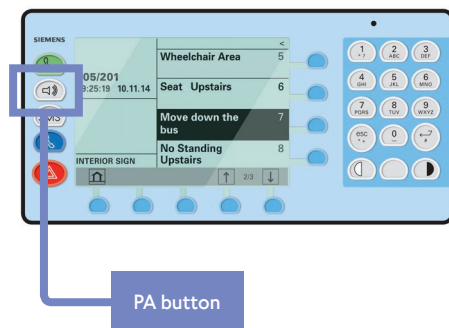
2. Do not stop in the advanced stop box (ASB). It must be left clear for cyclists. The police may issue a fixed penalty fine as well as three penalty points on your licence.
3. Watch out for motorcyclists. They can also use certain bus lanes.

4. Watch out for pedestrians and keep your speed low. Use dipped headlights, especially in contraflow bus lanes and central areas, such as Oxford Street, Piccadilly or within bus stations. Your company procedures may ask you to use dipped headlights at all times.
5. If you are driving a hybrid or electric bus, keep a special lookout for children, older and disabled people – especially visually impaired people – as your bus will be quieter than other buses and they may not be aware that you are there.
6. During school times, keep a special lookout for children and young people at or near schools or in built-up areas.
7. At road junctions, be aware of other large vehicles such as lorries. Like buses, they need a wide area to turn.
8. Remember, taxis can use bus lanes so be prepared to stop if they are picking up or setting down passengers.

Using the public address system

It is important to keep passengers informed, especially when things go wrong, as this helps them and reduces hassle for you. The PA system is the best way to do this.

You can also use the PA system together with the pre-recorded iBus messages to help you move passengers down the bus or out of the wheelchair priority area.



You will usually need to give your passengers advanced warning of disruption. For example, on a diversion tell them at least twice what is happening; first, a few stops before the start of a diversion and again at the stop closest to the start of the revised route.

The benefits to you are:

- ◆ You can stay in the cab and talk to all your passengers at once
- ◆ You feel more in control of the situation
- ◆ Passengers see you as a professional
- ◆ You will be asked fewer questions

The benefits to your passengers are:

- ◆ It gives them back control of their journey and allows them to make alternative plans
- ◆ It makes them feel safer
- ◆ They can let other people know they may be delayed

Here are some simple guidelines to help you:

1. Before you speak, close the doors so people can hear you.
2. Think about the information you need to tell your passengers and the best place to tell them – write down a few key points if you need to and keep the message short and simple.

3. Make sure you are looking up and facing the microphone. Start with something like 'This is your driver speaking', 'Good morning/evening' or 'Attention please'.
4. Speak slowly and clearly and do not use jargon such as RTA (road traffic accident).

A suggested announcement might be: 'This is your driver speaking. I am pleased to tell you that Westminster station has now re-opened and Tube services on the District and Jubilee lines are back to normal. Thank you.'

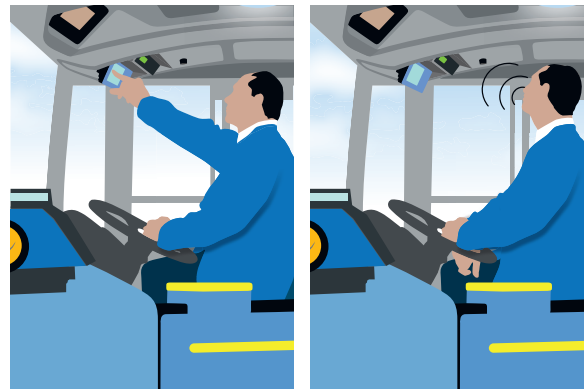
Another suggested announcement might be: 'Attention please. The next bus stop for Southwark Tube station is closed due to roadworks. You may leave the bus here if you wish. Our next stop will be Stamford Street. Thank you.'

5. Practice when nobody is on the bus.

You can also try a non-urgent message such as: 'Attention please. This bus will terminate at the next stop. Please take your belongings with you. Thank you.'

This will give you the confidence to use the PA system when you need to.

Some drivers worry because English is not their first language or they do not feel comfortable using the PA system. Remember, many passengers also do not have English as a first language but everyone will appreciate your efforts in giving them information to help them on their way. Just think about what you need to say and speak slowly and clearly.



Pre-recorded announcements

As well as the PA system, iBus can help you communicate with your passengers. You can use pre-recorded iBus announcements to let passengers know about stop closures or a change of driver. Also, you can ask them to move down the bus or out of the wheelchair priority area, among other things. If your bus is busy, you can also let them know that seats are available on the upper deck.

The pre-recorded iBus announcements also help in situations where conflict might occur. For example, if you suspect antisocial behaviour or unwanted sexual attention on your bus, play the announcement 'CCTV is in operation on this bus'.

For information on how to use your MDT to play these announcements, see page 45.

The pre-recorded announcements on iBus are:

- ◆ Bus terminates here. Please take your belongings with you
- ◆ Bus on diversion. Please listen for further announcements
- ◆ Change of destination. Listen for more information
- ◆ The next bus stop is closed
- ◆ Can passengers please clear the wheelchair priority area
- ◆ Seats are available on the upper deck
- ◆ Please move down inside the bus
- ◆ No standing on the upper deck or stairs
- ◆ CCTV is in operation on this bus
- ◆ Smoking is not permitted on London's buses
- ◆ For your child's safety please remain with your buggy
- ◆ Bus will wait here while drivers are changed

This list may change from time to time, and the addition of the buggy safety message has been made following requests from drivers. So please check your MDT and look out for notices in your garage.

Older and disabled passengers

64..... Visually impaired passengers

65..... Passengers with hearing aids

66..... Assistance dogs

67..... Travel support card

68..... Boarding procedure for
wheelchair users



Older and disabled passengers

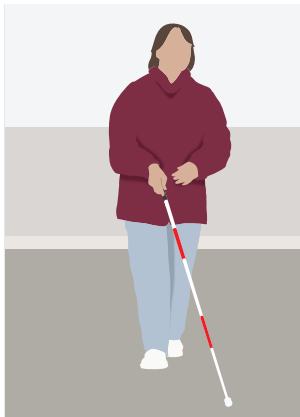
Following the guidelines below will help all your passengers, especially those who are older or disabled:

1. You must pull in close to the kerb at bus stops wherever possible. Before you open the doors, assess whether or not kneeling the bus will help your passengers, especially if they have to step up on to the platform.
2. You must also kneel the bus:
 - ◆ If someone asks
 - ◆ You can see somebody needs it
3. Older and disabled passengers may need more time to board; kneeling the bus will help. For their safety, please be patient and make sure they are holding on or are seated before you move off.
4. Remember, not all impairments can be seen, so never make assumptions and do not question anyone's entitlement to a disabled person's Freedom Pass. For example, they may have a hearing impairment, mental health issue or a learning disability.
5. Be ready to offer help. This could be something as simple as writing things down, giving some passengers a little extra time or facing them so they can lip read.
6. If an older or disabled passenger wishes to leave your bus via the front door, on two-door buses, you should allow it as this may be easier and safer for them.
7. If you are driving a hybrid or electric bus, keep a lookout for older and disabled people – especially visually impaired people – as your bus will be quieter than others and they may not be aware that you are there.

Visually impaired passengers

Visually impaired passengers need you to pull in close to the kerb and kneel the bus.

- ◆ If someone with a visual impairment boards your bus, let them know the route number of your bus and where your bus is going, as they board. Although iBus announces the destination, it will only do so once the passenger is on board, so it can be reassuring to hear you say it first
- ◆ Ask where they are going so you can tell them when you reach their stop. Some blind people use a white cane, but not always. Passengers who are blind and deaf may use a white cane with red stripes



- ◆ Let a visually impaired person know where there is a seat and how far away it is from where they are standing – for example, 'There's a seat on your right or left about three steps in front of you', rather than 'Over there', and give them time to get to a seat
- ◆ Blind and partially sighted people with guide dogs do not need to show a concessionary ticket or validate a Freedom Pass

Passengers with hearing aids

- ◆ Most modern buses are fitted with a T-loop, which amplifies the sound for passengers with hearing aids. If your bus is fitted with a T-loop there will be a sign near the cab and you should advise passengers using a hearing aid so that they can select the 'T' position on their hearing aid. The T-loop operates in the driver's cab area and the area around the wheelchair priority space



Passengers must not stand beyond this point

Please do not speak to or obscure the driver's vision while the bus is moving



Induction loop

An induction loop facility is available for use

Assistance dogs

Assistance dogs are specially trained to help disabled people travel more independently. As well as guide dogs for blind and partially sighted people other assistance dogs help people with, for example, autism, epilepsy or a hearing impairment. All assistance dogs are welcomed on to London's buses. Look out for their distinctive jackets or harnesses and be patient and ready to offer help when boarding.



As long as there is space, there is no limit on the number of assistance dogs you can allow and they may travel on any deck of the bus.

Sometimes it is easier for an assistance dog owner to use the seats by the wheelchair priority area so the assistance dog can sit in that area. You should allow this and ask buggy owners or wheelchair users to share the space.

Travel support card

- ◆ We provide a travel support card which passengers may show you
- ◆ Inside the card is a space for people to write down a short message that will ask you for help. It has been made clear to users that you are not expected to get out of your cab to do this
- ◆ The card can be used by any older or disabled passenger but is mainly aimed at people with communication difficulties or who might lack confidence in asking staff for help
- ◆ An example of what the card might be used for and what it looks like is shown below

<p>How you can help me:</p> <p><i>Please tell me if I'm on the right bus for Victoria Station?</i></p> <p>Thank you.</p>	<p>My name is:</p> <p><i>Simon Brown</i></p> <p>My emergency contact number is:</p> <p><i>07123 456789</i></p> <p><small>This is not a ticket and does not entitle the holder to any discount.</small></p>
--	--

We are working with organisations supporting people with learning disabilities to promote the use of the travel support card for those people who may be left stranded due to cash-free operation. Please look out for passengers with this card.

Boarding procedure for wheelchair users

Wheelchair users are to be given access to the wheelchair priority area even if it is occupied by buggies and other passengers.

Remember it is often stressful travelling on the bus if using a wheelchair as there are a number of challenges to overcome. Your professionalism and patience will help wheelchair users feel confident about travelling independently.

When there's a wheelchair user at a bus stop

1. You must pull in close to the kerb and ensure your bus is not parked where obstacles on the pavement such as litter bins or railings will obstruct the ramp.
2. Acknowledge the wheelchair user.
3. You must keep the front doors closed on two-door buses. This ensures the wheelchair user is given priority access and can board in safety and comfort.
4. Check the wheelchair priority area is free. If not, play the pre-recorded iBus message asking for passengers to make room or use your PA system.

5. Let other passengers off then close the centre doors and extend the ramp. Reopen the centre doors and let the wheelchair user on. You must make sure they have their back to the backrest and their brakes are applied or motor disengaged if they have one. Give the wheelchair user the time they need to position themselves safely.

6. Now you can open the front doors to let other passengers on.

Drivers of the New Routemaster should see page 148 for the wheelchair boarding procedure for their bus.

Letting the wheelchair user off the bus

- ◆ Listen out in case the wheelchair user tells you where they're going. If not, listen and look for the distinctive bell and dashboard light
- ◆ Let the wheelchair user off the bus using the same procedure for boarding
- ◆ The most important things to remember are to pull as close into the kerb as you can and to keep the front doors closed on two-door buses. This ensures the wheelchair user can leave the bus in safety and comfort and helps the ramp extend correctly. Be prepared to move to a different part of the kerb if this helps the ramp to extend properly

What if people don't make room?

You must ask passengers to move. Use the iBus pre-recorded message at first. Remember, the wheelchair priority area is the only place wheelchair users can travel safely. If other passengers seem unwilling to make space for a wheelchair user:

- ◆ Use the PA system to explain that the wheelchair priority area is the only safe place for wheelchair users to travel
- ◆ It can be stressful travelling with children in buggies, so be polite as this is more likely to get passengers to cooperate
- ◆ Sometimes it is possible for a wheelchair and an unfolded buggy to share the priority area. It would be helpful to explain this to the wheelchair user and buggy owner, as they will be happier with that outcome and you will feel more in control of the situation. You should allow this provided the wheelchair user is in the correct position and the buggy is not blocking the gangway
- ◆ Explain you'll give them the time they need to move or fold down their buggy and do not move off until they are safely repositioned
- ◆ If a buggy owner already on the bus is willing to get off to provide more space for another buggy or wheelchair user, you should issue a transfer voucher to allow them to travel on another bus (see page 32)

If passengers are unwilling to move, despite your request, do not make them leave the bus:

- ◆ Explain to the wheelchair user they will need to catch the next bus and the reason why. Do not close the doors and move off until you have done this
- ◆ If the wheelchair user has to wait, contact your garage so the driver of the next bus can be made aware

What do I do if the ramp fails...

...while I am in service?

If the ramp fails after you have left the garage, your bus can be kept in service but you must contact your garage immediately so they can sort out the problem as soon as possible.

...when the wheelchair user is on board?

Reposition your bus and try again as the ramp may be blocked by the pavement or something on it. If this does not work, contact your garage for advice. Some wheelchair users may decide to try to leave the bus without the use of the ramp, and it may help them if you kneel the bus. Talk to the wheelchair user and work out the best option for them but do not put yourself or the wheelchair user in danger. Other passengers may be willing to help but always discuss this with the wheelchair user first.

...and I have to evacuate the bus with a wheelchair user on board?

Evacuate all other passengers first and then call **Code Red**, explaining you have a wheelchair user on your bus. If the situation becomes dangerous and you need to get the wheelchair user off before help arrives, you must ask what help the wheelchair user needs before you attempt to move them. Get help from your passengers or other people nearby, if needed.

Which wheelchairs and mobility scooters are allowed on the bus?

Most manual and electric wheelchairs will fit into the wheelchair priority area on London's buses. These, plus the user, will generally weigh less than the usual maximum amount acceptable for most of the ramps fitted to London's buses (300kg). Some buses have ramps that can take a greater weight – always check the limit for your bus. Motorised mobility scooters are different and only the more compact designs will fit into the wheelchair priority area. Use your discretion and allow this where possible. Some types of mobility scooter are too large to fit (for example, those with front and rear lights and hazard warning lights).

We have introduced a Mobility Aid card for users whose wheelchairs and mobility scooters will fit, please look out for these when presented.



If you refuse a mobility scooter because you think it will not fit, tell the user about the Mobility Aid card. They can find out more on our website at tfl.gov.uk. Wheelchair and mobility scooter users travel free on London's buses. They do not need to have or show a concessionary ticket or validate a Freedom Pass.

The Mobility Aid card is very helpful but wheelchair and scooter users that fit may not have one. For passengers without a Mobility Aid card, follow these guidelines to help you decide whether the mobility aid can fit:



Nearly all manual wheelchairs will fit



Nearly all electric wheelchairs will fit



Compact mobility scooters may fit



Large mobility scooters cannot be carried

Mobility walkers and shopping trolleys

Some passengers using wheeled mobility walkers or shopping trolleys to assist with their mobility may ask to use the centre doors and ramp to enter and leave the bus. This is because it is the safest and easiest way for them to do so.

Extend the ramp if a passenger with a mobility walker or shopping trolley asks you or kneel the bus if this helps.



The user should stay with their mobility walker or shopping trolley.

Getting help

- 79.....CentreComm
- 88.....iBus pre-loaded SMS text messages
- 90.....Should the worst happen
- 93.....Radio use during major incidents
- 94.....Counter-terrorism



Getting help

We understand things don't always run smoothly but we will do everything we can to ensure you are safe at work.

If things do go wrong, CentreComm can get you help fast. This section contains details of the support services available as well as information to keep you safe and secure.

CentreComm

CentreComm is London Buses' emergency command and control centre. Working side-by-side with the Metropolitan Police Service, it operates 24 hours a day, seven days a week to monitor and support the bus network.

CentreComm helps you by:

- ◆ Managing your emergency calls and making sure the right help gets to you
- ◆ Working with the emergency services, other London Buses' staff, your company and you to ensure the service is safe and secure at all times
- ◆ Monitoring more than 1,400 traffic cameras across London to help bus drivers in trouble and identify potential problems, with access to others
- ◆ Diverting buses when there are problems ahead
- ◆ Receiving and dealing with accident and crime reports
- ◆ Working closely with the London Streets Traffic Control Centre to make sure buses are given priority when things go wrong
- ◆ Working closely with the police to share information and prevent future problems by identifying trouble hotspots



Call **Code Red** when you need emergency help, for example, if:

- ◆ You or your passengers are threatened or in danger from a violent passenger or another road user
- ◆ A passenger is hurt or taken ill on your bus
- ◆ A passenger tells you they have been a victim of crime, such as theft or unwanted sexual attention
- ◆ There is a disturbance on or off your bus – a fight, pickpockets, ticket fraud or other antisocial behaviour
- ◆ There is an argument about paying a fare, for example, if someone wishes to pay using cash and refuses to leave the bus (and is not vulnerable)
- ◆ Your bus is badly damaged, involved in an accident or broken down and causing an obstruction
- ◆ You see an incident that needs the emergency services, even if it doesn't involve your bus
- ◆ Someone is vandalising your bus
- ◆ The road ahead is blocked or you cannot continue your journey safely
- ◆ You have been told to go on diversion and are not sure where to go

Please see page 94 for guidance on dealing with suspicious packages



Call **Code Blue** when you need to report an incident that does not require immediate help, for example:

- ◆ A minor accident where no one is hurt. You should exchange details with the other party and continue your journey
- ◆ Your bus has broken down, but other traffic can get past
- ◆ Traffic light failure
- ◆ A bus stop or shelter has been damaged
- ◆ Something has happened on your bus (like graffiti or etching) but the people who did it have gone
- ◆ Someone has parked in the bus stop or bus lane, or a similar problem is making it difficult to continue your journey

If in doubt always call **Code Red**

Getting help fast

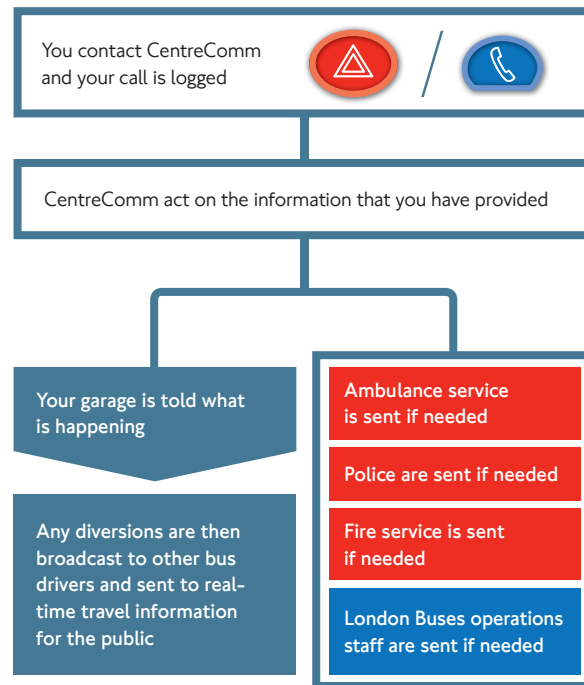
CentreComm is the fastest way to get help in an emergency. Follow these guidelines and you will get help more quickly:

- ◆ Tell CentreComm what has happened
- ◆ CentreComm will know where you are but be ready to confirm your exact location using streets/roads and junctions or local landmarks to help them or the emergency services to find you
- ◆ You may be asked a few questions by CentreComm. This is because the emergency services need this information
- ◆ Use short, clear sentences. Speak calmly and clearly
- ◆ If you are cleared to go or the problem goes away, call **Code Red** again to cancel any call for emergency services – this will free them up to help other bus drivers

It is important that you tell CentreComm exactly what is happening when you call **Code Red**. For example, if a passenger has a knife or is threatening you, say so. Stay where you are and stay in the cab so you can answer a call from CentreComm if they need to call you back.

Remember to call **Code Red** again if the situation changes or the emergency services are no longer needed. This will make sure they are sent to where they are needed most.

Your call to CentreComm



Getting the help you need

The information you provide to CentreComm – and on Youth Data Forms (YDFs) – is used to target problem areas.

Even if the police do not attend an incident on your bus, every **Code Red** call is entered in to a database. This information is used to identify the best way to support you.

Police and Enforcement decide where to send:

- ◆ Police teams
- ◆ Traffic Enforcement teams

Departments of London Buses decide which:

- ◆ Stops and stands need attention
- ◆ Roadside trees need cutting back
- ◆ Other changes are required across the network

Bus Enforcement decide where to send:

- ◆ Individual RPIs
- ◆ Larger teams of RPIs with police support

Schools Liaison Team decide which schools to visit to:

- ◆ Talk to children about safe travel and respect for drivers
- ◆ Meet head teachers to talk about ongoing issues

Should I call 999?

No. Unlike CentreComm, the emergency service operators do not know the bus network, and it will take them longer to find you. We may also need to send London Buses' operations staff or let other bus drivers and garages know about an incident. Calling **Code Red** will get you the right sort of help more quickly.

Police on the road

Sometimes the police might approach you while you are on the road. Please comply with their requests but always check diversion routes with CentreComm as the police may not be aware of any height, weight, length or width restrictions on diversion routes that will affect your bus.

Low hanging branches or other obstacles

Let CentreComm know if you see any low hanging tree branches or obstacles on your route, and call **Code Red** if there is immediate danger or damage. In less urgent instances complete an occurrence report at your garage. At TfL we work together with the London boroughs and other tree owners to ensure bus routes are safe.

Going on diversion

Official diversions provided by London Buses or CentreComm must be followed and are checked regularly to make sure they are safe for buses. If you go on an unofficial diversion, stop your bus, call **Code Red**, and let your passengers know using your PA system. (See page 54 for details.)

Identification Codes

These are used by the police and CentreComm to help identify individuals. Using these codes may help when you report an incident.

IC1: White European

IC2: Mediterranean European

IC3: Afro Caribbean/African

IC4: (South) Asian - Indian, Pakistani, Sri Lankan, etc.

IC5: (East) Asian - Chinese, Japanese, Korean, etc.

IC6: Arabic

The phonetic alphabet

The phonetic alphabet is used by CentreComm, the police and other emergency services to ensure that details are taken down accurately. For example, it allows you to spell out a street name over the radio without misunderstandings. Refer to the table below when you make a call to CentreComm.

Alpha

Juliet

Sierra

Bravo

Kilo

Tango

Charlie

Lima

Uniform

Delta

Mike

Victor

Echo

November

Whiskey

Foxtrot

Oscar

X-ray

Golf

Papa

Yankee

Hotel

Quebec

Zulu

India

Romeo

iBus pre-loaded SMS text messages

Use the text message facility on the iBus MDT whenever possible to reduce the number of radio calls. This will allow CentreComm to respond faster to **Code Red** and other urgent calls.

The available text messages are:

1. Please call me
2. Yes
3. No
4. Awaiting assistance – revenue problem
5. Mechanical problem, unable to continue
6. Mechanical problem, can continue
7. Clear to continue
8. Repeat your last message please
9. Unable to transmit radio messages
10. Unable to receive radio messages
11. Delay for toilet break
12. Lost property found
13. Road closed ahead
14. Bus in RTA – exchanged details/fit to continue
15. Bus in RTA – injury/major bus damage
16. Announcement error – On Bus Next Stop Sign (OBNSS) switched off
17. Adverse weather at this location
18. Arrived at point
19. Departing now

Should the worst happen

Avoiding conflict

Most of your trips will be trouble free, but occasionally, passengers may become aggressive and we want you to stay safe. Here are a few tips to keep you out of harm's way:

- ◆ Stay in your cab if you feel unsafe
- ◆ Look and listen for signs of anger; for example, a change of voice tone
- ◆ Be aware of your own tone of voice or body language. Do not use sarcasm as this will inflame the situation
- ◆ Assess the risk of harm to yourself and your passengers. If you are out of your cab for any reason, think about your exit route and if possible put some distance between you and the threatening passenger
- ◆ If passengers raise their voice at you politely but firmly ask, rather than tell them to stop
- ◆ If a passenger is making a complaint, acknowledge their point and offer a genuine apology, even if you think it is not your fault. This will calm down most situations

- ◆ Try to offer the passenger help or a 'way out' of the situation. For example, explain how they can complain to TfL if this is appropriate and point out the contact information on the main notice
- ◆ If you feel threatened and unable to resolve the issue yourself, call **Code Red** immediately. CentreComm will tell you what to do and send help if necessary
- ◆ Remember, you have the right to carry out your work without the fear of attack and this fact is widely publicised across the network

Workplace Violence Unit

If you are assaulted, the Workplace Violence Unit (WVU) can help you.

If you call **Code Red** and the police attend, report the incident to them. If they are unable to attend you need to report the crime to the police. This can be done by calling 101 or by going to a police station and quoting the computer aided dispatch (CAD) reference number given to you by CentreComm.

A member of police staff from the WVU will contact you.

The WVU will assist with the investigation of:

- ◆ Physical assaults
- ◆ Offences involving weapons and firearms
- ◆ Offences with aggravating factors (for example, hate crime or cases with a sexual motive)
- ◆ Spitting (which lands on your skin – see below)

If you have been spat at, you can use a DNA collection kit to collect a saliva sample. Saliva that lands on clothing or the assault screen could be contaminated by other DNA. Saliva samples from the skin give us the best chance of identifying the person who spat at you.

Radio use during major incidents

Bad weather, a terrorist attack or other major incidents will result in a need to limit radio use to essential calls only. This will ensure genuine emergency calls are dealt with quickly and effectively. The instruction to limit radio use will be broadcast by CentreComm as a radio announcement. Essential calls will still be broadcast from CentreComm and service controllers to buses.

Do:

- ◆ Make emergency calls to CentreComm using **Code Red**
- ◆ Look out for and use the text message facility on the iBus MDT
- ◆ Restrict your radio use as much as possible and ensure that your messages are short
- ◆ Listen carefully to all broadcast calls from CentreComm and your service controllers

Do not:

- ◆ Make non-emergency calls, use **Code Blue** or report weather or traffic conditions unless asked to do so

When the major incident is over, CentreComm will broadcast a message to all drivers.

Counter-terrorism

Be vigilant at all times, both on and off duty.

Suspicious packages

Check the bus for unattended bags or packages:

- ◆ Before leaving your garage
 - ◇ At the end of each journey
 - ◇ On arrival back at your garage
- ◆ Be aware of any unattended bag or package during the journey. Ask passengers if it belongs to them. If it does not, evacuate passengers from the bus, switch off the engine and call **Code Red** from another bus radio at a safe distance away (50 metres – roughly the length of five buses)
- ◆ You can also call 999 using a landline. If you use a mobile phone make sure you are a safe distance away (as above, we recommend you move 50 metres away)
- ◆ Do not try and move a suspicious package yourself
- ◆ Do not drive into a bus station

Suspicious people

If you see a passenger acting suspiciously (for example, if they are wearing heavy clothing during hot weather) or a passenger tips you off:

- ◆ You must pull over safely (not at a bus stop)
- ◆ Evacuate passengers – tell them the bus has a problem
- ◆ As above, switch off the engine and call **Code Red** (only if the person is no longer on your bus and is at least 50 metres away)
- ◆ Stay at the scene to identify yourself when police arrive
- ◆ Be prepared to give a description of the suspicious person
- ◆ When you have been cleared by the police, call **Code Red** and let CentreComm know

If the suspicious person remains nearby, use another radio or mobile phone from a safe distance.

A driver's guide to ticketing

- I 00.....Cash-free operation on London's buses
- I 02.....Oyster cards and contactless payment cards
- I 10.....Tickets and passes that passengers show the driver
- I 18.....Still accepted but no longer on general sale
- I 20.....Tickets not normally accepted on buses
- I 21.....Passengers who do not need to show a valid ticket
- I 22.....Unpaid Fare Reports, Pass Withdrawal Envelopes and Youth Data Forms
- I 28.....End of a trip/driving spell/duty
- I 30.....Helpful ticketing information

A driver's guide to ticketing

This guide gives you some basic information about ticketing on London's buses. Other ticketing information you may see includes:

Using your ticket machine and dealing with smartcards

An overview of your ticket machine and how it works, with additional information about your MDT.

A driver's pocket guide to tickets and passes accepted on London's buses

This guide gives you more detailed information about ticketing on London's buses with more printed ticket and card images.

A complete staff guide to ticketing on London's buses

A document available to your garage manager for reference with information for staff about the full range of bus tickets and passes.

This information is correct at time of printing, May 2014.



Cash-free operation on London's buses

Cash use in London was very low, at around one per cent of all journeys by the end of 2013. By going cash-free, you won't have to carry cash, worry about having enough change, or pay cash in at the end of your duty.

This puts London's bus service at the forefront of innovation and you can feel proud to be a part of the biggest fares policy change in over a decade.

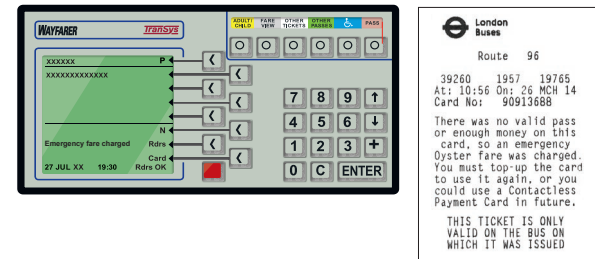
Passengers who turn up and attempt to pay with cash should be asked if they have another way to pay for travel. If they have no alternative method of payment, they should be politely refused travel on your bus unless you feel they could be vulnerable.

See information below about the one more journey feature on Oyster and opposite about vulnerable passengers.

One more journey

This feature on Oyster cards allows the user to 'dip' into their balance if they do not have the full Oyster fare remaining on their card. If passengers have at least £0.00 value on their card, they will hear a different sound on the ticket machine and 'Emergency fare charged' will be shown on the driver and passenger displays. An emergency fare slip will be printed out telling them to top up before making their next journey. You can help by making sure they take the slip and politely explaining this to them.

Green light on the reader and high-low-high beeps.



Vulnerable passengers

Do not leave anyone stranded if they are vulnerable or obviously in distress. For example:

- ◆ Young or older people
- ◆ People who could be at risk if left behind, including those in isolated places or at quieter times
- ◆ People who are disabled, injured, unwell or who have had an accident, assault or similar incident
- ◆ People who show you a travel support card and may have learning difficulties. Not all impairments are obvious

If you decide to let someone travel in this situation you must issue an Unpaid Fare Report (see page 122).

Oyster cards and contactless payment cards

Listen for the beeps and watch your ticket machine screen. Do not press the **PASS** button for a valid Oyster card or contactless payment card – the card reader records it for you.

Passengers using Oyster cards, Oyster photocard or contactless payment cards must touch their card flat on the yellow card reader when they board. If a passenger presents a card and nothing is displayed on your ETM screen, ask the passenger to try again.

If the card keeps being rejected, it could be that they have more than one card in their wallet. If so, they should take out the card they wish to use and re-present it to the reader. Otherwise, the passenger will have to use another valid ticket or card.

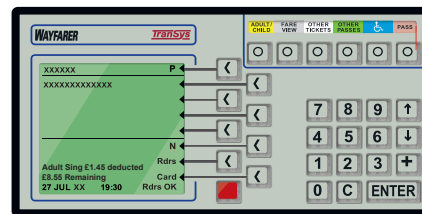


Oyster card or contactless payment card validity

Valid

Green light on the reader and one short beep (or eight quick beeps for Oyster photocard used by under-16s).

The reader will show details of the card on both the passenger and driver displays:



Not valid

Red light on the reader and two low beeps.

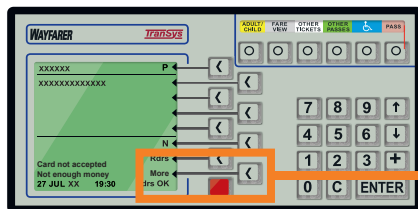
Card not read or more than one card presented

If the card is not touched flat on the yellow target of the card reader, the ticket machine may reject it and display 'card not read – try again' or may display 'more than one card presented'.

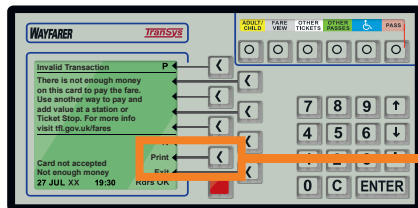
Ask the passenger if they have more than one card in their wallet. If so, they will get card clash. They should take out the card they wish to use and re-present it to the reader. Otherwise, ask the passenger to try again. If the card keeps being rejected, the passenger will have to use another valid ticket or card.

Other card problems

The driver and passenger displays will show what is wrong:



To find out more, press the button by More



To print the information, press the button next to Print

You can give the printed information to the passenger to help them sort out the problem. If the passenger still wants to travel they will have to use another valid ticket or card.

ITSO card, not accepted

If another operator's smartcard or an English National Concessionary Travel Scheme pass is touched on the card reader, the ticket machine will reject it and display 'ITSO card, not accepted'. Ask to see the card and if it is an ENCTS pass you should accept it if it is valid (see page 114).

Otherwise, for any other smartcard, you should explain that you currently cannot accept it for travel and ask the passenger if they have another valid ticket or card. We will let you know when this changes and ask you to look out for driver notices at that time.

Under-11s

Under-11s travel free and do not need to have or show any valid ticket or pass to travel, unless they look older than they should use a 5-10 Zip Oyster photocard.

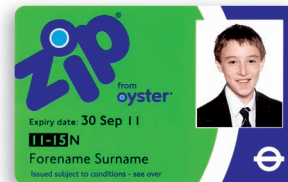
11 to 18 year-olds

- ◆ 11-15s – Zip Oyster photocard to get free travel
- ◆ 11-15s (using an 11-15N Zip Oyster photocard) pay half-rate fares. See details opposite
- ◆ 16+ (in full-time education and live in London) – Zip Oyster photocard to get free travel
- ◆ 16+ (not in full-time education or do not live in London) – Zip Oyster photocard to get half-rate travel

Wearing a school uniform does not allow a young person to travel free. All must touch their Oyster photocard on the reader when boarding.

Do not withdraw a Zip Oyster photocard unless it is badly damaged or defaced, obviously not being used by the person it was issued to or it has been 'stopped'.

- ◆ A Zip Oyster photocard application form by itself, an authorisation letter or a receipt is not a valid ticket
- ◆ If the card is not valid (red light, reader beeps twice) and there is not enough money on the card, ask to see the passenger's Zip Oyster photocard. If it is their photograph on the card and it is a card that allows free travel, the holder should be allowed to travel on your bus. It has been rejected because the holder owes money for a rail journey so please ask them to top up their card as soon as possible otherwise, the holder should use another valid ticket or card.
- ◆ Zip Oyster photocards that show 'N' (for example 11-15N) do not allow free travel – holders pay half-rate fares. These are issued where the photocard holder has had free travel withdrawn



- ◆ 11-15-year-olds may show a Day Travelcard for travel – there is no need for an accompanying photocard

See page 130 for information about vulnerable passengers.

Freedom Passes

Freedom Passes are Oyster-style cards that allow qualifying older Londoners and qualifying disabled people of any age, to travel free.

These look similar to the English National Concessionary Travel Scheme pass but clearly show 'Freedom Pass' instead of a local authority name.

When these are touched on the card reader, both you and the passenger will see 'Freedom Pas' on the ETM but only you will see 'E' for an older person's pass or 'D' for a disabled person's pass.

Remember that not all impairments are obvious, for example, mental health issues. Only ask to see a passenger's pass if you have a good reason to suspect it does not belong to them. Always ask politely.



Older person's
Freedom Pass



Disabled person's
Freedom Pass



Disabled person's
Freedom Pass
(London only)

- ◆ All Freedom Passes are valid at any time
- ◆ All Freedom Passes do not allow free travel for 'companions'
- ◆ Blind and other disabled or older people may need help in using the card reader. Do not insist they use the card reader if it causes them a problem
- ◆ A blind or partially sighted person with a guide dog does not need to show a concessionary ticket or validate a Freedom Pass to travel
- ◆ Wheelchair or mobility scooter users do not need to have or show a concessionary ticket or validate a Freedom Pass to travel
- ◆ Some people use a disabled person's Freedom Pass valid on London's buses only, as these are issued to people with a range of impairments, some of which are hidden and not covered by the national scheme
- ◆ Londoners aged 60+, not yet eligible for a Freedom Pass, can use a 60+ London Oyster photocard. These are accepted in the same way as an older person's Freedom Pass

If a Freedom Pass shows as 'not valid' on the card reader:

- ◆ Politely ask to see the passenger's card
- ◆ Check it is their photograph on the Freedom Pass and check the date
- ◆ If all looks OK, and the photograph is a true likeness, allow the passenger to travel – press the **OTHER PASSES** button once – and advise them to get a replacement Freedom Pass

Tickets and passes that passengers show the driver

Press the **PASS** button once to record each passenger. This helps us to monitor the number of passengers using our services.

Bus Passes and Travelcards

There are a number of tickets and passes that passengers can use across the London bus network. You should look for the following:



Also check the expiry date. Tickets can be used up to 04:30 the next morning. For example, if it says '31 DMR', you can accept it until 04:30 on 1 January.

Day Travelcards

Under-16s can use a child rate Day Travelcard instead of an Oyster photocard. Anyone 16 or over must use an adult rate Day Travelcard.

Anytime Day Travelcards can be used from 00:01 on the day printed on the card until 04:30 on the following day. They are issued only on ordinary working days (Monday-Friday except public holidays).

Off-peak Day Travelcards can be used from 09:30 on Monday-Friday, and from 00:01 on Saturday, Sunday and public holidays, on the day printed on the card until 04:30 on the following day.

Please note:

Some adults who care for disabled people are able to travel with them using a child-rate Day Travelcard. If you see an adult with a child-rate Day Travelcard and they are not accompanying a disabled person you should advise the passenger that you cannot accept their ticket for travel. They will need to use another valid ticket or card.

7 Day and longer period Travelcards

- ◆ Adults only need a photocard with a printed Travelcard lasting one month or longer
- ◆ Under-16s need a photocard with a printed Travelcard that lasts seven days or longer

School Party Tickets



These are valid after 09:30 and before 16:30 on school days only.

One ticket allows travel for a group of up to 10 school children aged 18 or under, with a maximum of two adults.

- ◆ If there are disruptions on the network, the return journey can start after 16:30
- ◆ Each group will only have one ticket, which they keep, but the **PASS** button should be pressed for every member of the group
- ◆ The design of School Party Tickets is due to change during 2014. We will let you know when this happens and ask you to look out for driver notices at that time

Temporary Authority to Travel Ticket (TATTs)



Revenue protection inspectors (RPIs) sometimes issue these to passengers after withdrawing a ticket or pass. The RPI will make the TATT valid by crossing out the sections that do not apply to the passenger, and will write on an expiry date.

Puppy Walkers



'Puppy walkers' train guide dogs. They will not be blind themselves but are allowed to travel free with their puppy on either deck as long as they show you their pass. Passes will show 'Staff' or 'Volunteer'.

English National Concessionary Travel Scheme pass



Older and disabled people across England can travel free anywhere on London's bus network with the English National Concessionary Travel Scheme pass. These passes look similar to Freedom Passes, but they do not currently work on Oyster readers so the ETM will display 'ITSO card, not accepted'. Holders must show you their pass. We will let you know when this changes and ask you to look out for driver notices at that time.

Each pass includes:

- ◆ A red Tudor rose logo
- ◆ A red ribbon St George's cross
- ◆ A hologram

Please note:

- ◆ On TfL bus services, the English National Concessionary Travel Scheme pass is valid at any time just like the London Freedom Pass
- ◆ Drivers should currently press the **OTHER PASSES** button once to record each passenger with this kind of travel pass. We will let you know when this changes
- ◆ Some TfL bus routes that operate beyond Greater London may offer additional availability and free travel for companions. Drivers on those routes should check their route information sheets for further information. Companions do not get free travel within Greater London
- ◆ Older and disabled people's passes from outside London are not valid for free travel on trams, Tube, Docklands Light Railway (DLR), London Overground and National Rail services
- ◆ Older and disabled people's passes issued in Northern Ireland, Scotland and Wales have different logos and images and are not valid for free travel on London's buses

Police community support officers (PCSOs)

Free travel is offered at all times with a police staff card and a red or blue Bus Pass. The police staff card on the left can only be used by itself if the holder is in full uniform.



Please note:

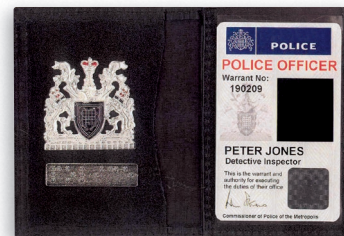
PCSOs are trained in particular skills that contribute to safer travel. If an incident occurs on the bus, PCSOs can help you by:

- ◆ Acting as witnesses if required
- ◆ Using their training in emergency life support, evidence gathering and communication with the public
- ◆ Helping by calling the police or other emergency services

Police officers and special constables

London police officers, such as those in the Metropolitan Police Service, have been issued with a Police Oyster card which works in the same way as a staff Oyster card.

Many police officers may prefer to show their warrant card instead or may not have an Oyster card yet. Officers from other forces are not issued with Police Oyster cards, in these cases, check their warrant card (below).



Please note:

Free travel is offered at all times for these police forces only:

- | | |
|-------------------------|------------------------|
| ◆ British Transport | ◆ Kent Police |
| ◆ City of London Police | ◆ Metropolitan Police |
| ◆ Essex Police | ◆ Surrey Police |
| ◆ Hertfordshire Police | ◆ Thames Valley Police |

Parking/Council attendant staff pass



Free travel with this pass only when the holder is in full uniform.

Still accepted but no longer on general sale

Bus & Tram Passes

Where valid, these printed tickets **must** be accepted for travel as they are still issued to certain people and organisations.



7 Day Bus & Tram Pass

Saver tickets

Although not on general sale these tickets **must** still be accepted for travel as they are still issued to certain people and organisations.



- ◆ Keep the hexagonal part that says 'Staff receipt only' until the end of the trip. When an RPI boards your bus, you must give the staff receipts to him/her
- ◆ If there is a crew change during a trip give the staff receipts to the new driver
- ◆ At the end of the trip, tear the staff receipts in half completely and dispose of them in a bin


Tickets not normally accepted on buses

Tube, DLR and rail-only tickets (either printed or handwritten) are not normally accepted on the London bus network.

You might have to accept these tickets when there is disruption on the Tube, rail or DLR. If this is the case, you will be told by CentreComm over your radio, and given a three figure 'resolution number'. If there is a planned rail closure, a fares notice will be posted at your garage to say where and when tickets should be accepted.

What to do with a resolution number

A resolution number is used to prevent passengers from being overcharged when there is disruption on the Tube, rail or DLR.

On your ETM, press the  button twice:

- ◆ Select 'End Journey' and sign on to the ticket machine again
- ◆ As you sign on, 'LUL Resolution?' will come up on the screen. Press the 'up' arrow to select 'Y'
- ◆ Type in the three figure number you have been given when the screen says 'LUL No'
- ◆ Until the disruption is over, answer 'Y' to 'LUL Resolution?' when you sign on to the ticket machine for your next trip


Passengers who do not need to show a valid ticket

Children under 11

Press the  button once to record each passenger.


Children under 11 do not need to have or show a ticket or photocard, unless they look older (see page 106.)

Blind and partially sighted people with guide dogs

Press the  button once to record each passenger.

Blind and partially sighted people with guide dogs do not need to show their concessionary ticket or Freedom Pass. Blind and partially sighted people without guide dogs also travel free, but should validate their Freedom Pass or show an English National Concessionary Travel Scheme pass.

Wheelchair users

Press the  button once to record each passenger in a wheelchair or mobility scooter.

Wheelchair or mobility scooter users do not need to have or show a concessionary ticket or validate a Freedom Pass. However, companions to wheelchair users do not automatically travel free – they must show a valid ticket or validate a card.

Unpaid Fare Reports (UFRs), Pass Withdrawal Envelopes (PWEs) and Youth Data Forms (YDFs)

Issue a UFR when:

- ◆ A passenger is potentially vulnerable or distressed and does not have a valid ticket or card, such as:
 - ◇ Young or older people
 - ◇ People who could be at risk if left behind, including those in isolated places or at quieter times
 - ◇ People who are disabled, injured, unwell or who have had an accident, assault or similar incident
 - ◇ People who show you a travel support card and may have learning difficulties. Not all impairments are obvious

In this situation – if you decide to let someone travel – you must issue an Unpaid Fare Report.

- ◆ Do not put yourself at risk, especially if you do not feel comfortable challenging the passenger
- ◆ Think about how you would want to be treated if you were in the same situation

How to use UFRs

- ◆ Always fill in the driver section completely including the date, time, route number and full location. Ask the passenger for their postcode, unless you feel that could cause confrontation
- ◆ Make sure that you tick a 'reason for issue' box and add extra information on the back that would be helpful. This helps us to identify routes and times that RPIs should be targeting
- ◆ Please do not use abbreviations as the police and revenue teams will need as much detail as possible to help establish where and when these are being issued
- ◆ Tear off the bottom part of the UFR and give it to the passenger and politely explain they will need to pay their unpaid fare within five days
- ◆ Hand in any completed top parts of UFRs issued at your garage at the end of that day's duty

Unpaid Fare Report:

Unpaid Fare Report – Driver copy

Date Time

Route UFR 0000000

Location

Passenger's home postcode

Reason for issue (tick box and add details overleaf)

Confrontation ☐ Vulnerable/in distress ☐

Other (reason must be given on other side) ☐

Unpaid Fare Demand – Passenger copy

Date Time

Fare due UFR 0000000

This form authorises you to travel on the bus on which it was issued. See the other side for ways to pay.

You must pay the outstanding fare within five days of issue.

Pass Withdrawal Envelopes

- ◆ Complete a PWE when you need to withdraw a damaged or invalid ticket or Oyster card/photocard. Do not withdraw a Zip Oyster photocard, Freedom Pass or English National Concessionary Travel Scheme pass, unless it is badly damaged or not being used by the person it was issued to. Do not withdraw a contactless payment card
- ◆ On the envelope always fill in the date, time, route number and location. Also fill in the reason for withdrawal. This information will help us track why a ticket or Oyster card was withdrawn
- ◆ Tear off the PWE and seal the top part. Hand this in at your garage at the end of that day's duty
- ◆ Tear off the passenger's copy and give it to the passenger and politely explain they will need to pay any unpaid fare within five days

Pass Withdrawal Receipt – Passenger copy

Date Time

Fare due PWE 0000000

Must be paid within five days

Your pass/ticket has been withdrawn because it is not valid for this journey. It is your responsibility to ensure you have the correct pass/ticket for your entire journey.

This receipt allows you to travel on the bus on which it was issued. If you owe an outstanding fare, you must pay within five days of issue.

To appeal this withdrawal, write to the address below, quoting the reference number above. Transport for London will not be liable for any travel costs.

Ways to pay:

- At any Tube station ticket office
- By phone
Call 020 3054 0326 to use your credit or debit card
- By post
Send cheque or postal order (payable to Transport for London) to: Bus Enforcement, PO Box 68800, London SE1P 4RE

Pass Withdrawal Envelope – Driver copy

Date Time

Route PWE 0000000

Location

Reason for withdrawal (tick box and add details overleaf)

Altered/defaced ☐ Transferred ☐

Out of date ☐ Stopped ☐

Copied ☐ Other ☐

Fare due

See page 131 for more about withdrawing tickets and cards.

When to complete a Youth Data Form

When under-18s (groups or individuals) board your bus and do not touch in or show you a valid ticket, it may not be possible to issue them with multiple UFRs. Use the blue YDFs to record what happened. This data is useful for recording the problems you face with youths or schools.

The more detail we have, the more TfL and the police can help.

Further information is printed on the back of each YDF.

How to use a YDF

- ◆ Always fill in the date, time, full location, route number and number of under 18s; plus the school name if you know it. Please do not use abbreviations. This information helps us to identify routes and times that RPIs should be targeting
- ◆ Hand in any completed YDFs at your garage at the end of that day's duty

Youth Data Form (YDF):

Youth Data Form YDF 0804801

Under 18s who do not validate their cards.
Not valid for travel – hand in to garage at end of duty.


Date: _____ Time: _____

Location: _____ Route: _____

Number of under 18s at that location: _____

School (if known): _____

Other useful information: (e.g. if they boarded using the middle doors):

MAYOR OF LONDON Transport for London 

If an RPI gets on your bus, tell them if you have issued any UFRs, passenger copies of PWEs or filled in any YDFs on that trip.

If you had good reason not to issue a UFR to a passenger who did not have a valid ticket or card, or they walked off before you could issue one, let the RPI know immediately.

End of a trip/driving spell/duty

End of a trip

At the last stop, the ETM screen will show details of the next trip.

- ◆ If details are correct: press **ENTER**
- ◆ If details are not correct: press **C**, then key in the correct route and trip details. If you need to change other details remove and re-insert the module
- ◆ If necessary, sign on separately to iBus MDT, as shown on page 40

Details of the trip may appear on the ETM again later. If they do, check and accept or change them as above.

End of a driving spell

- ◆ Remove module, take waybill

End of duty

At garage:

- ◆ Insert module in garage terminal
- ◆ Key in your driver number, press **ENTER**

Wait for beeps, take paying-in slip, then remove module.

Helpful ticketing information

Problems with paying

Very few printed tickets are now used on London's buses compared to previous years. Oyster cards and contactless payment cards make things easier for everyone. Here are some typical problems you might come up against and how to deal with them.

What if...

...a passenger cannot or will not show a valid pass or validate a card?

- ◆ Do not allow them to travel and do not accept cash. Be polite but firm – except as below
- ◆ Do not leave anyone stranded if they are vulnerable or obviously in distress. For example:
 - ◇ Young or older people
 - ◇ People who could be at risk if left behind, including those in isolated places or at quieter times
 - ◇ People who are disabled, injured, unwell or who have had an accident, assault or similar incident
 - ◇ People who show you a travel support card and may have learning difficulties. Not all impairments are obvious

In this situation – if you decide to let someone travel – you must issue an Unpaid Fare Report (see page 122).

- ◆ Do not put yourself at risk, especially if you do not feel comfortable challenging the passenger
- ◆ Think about how you would want to be treated if you were in the same situation

What if...

...a passenger presents an invalid ticket or card?

- ◆ Point out the problem and explain they need to use another valid ticket or card
- ◆ Always be polite and never accuse anyone of fraud. The passenger might not have realised their pass is out-of-date, out of credit or no longer works
- ◆ Never withdraw a card if it has failed. Advise the passenger that they should get it replaced immediately and need to use another valid ticket or card
- ◆ If they just need more money on their Oyster card, do not withdraw the card, simply explain that they need to use another valid ticket or card

- ◆ In a few cases, you can withdraw an Oyster card or a printed pass. You can only do this if it has been badly damaged or defaced, is obviously not being used by the person it was issued to, is a 'Stopped' Oyster card or is a printed pass more than one day out of date or an obvious forgery (see page 125)
- ◆ Contactless payment cards are different – you must never withdraw them because they are the passenger's credit/debit card as well as their ticket
- ◆ If necessary, use the Vulnerable Person Procedure to allow them to travel, and issue an Unpaid Fare Report (see page 122)

What if...

...a passenger aged 11–18 claims free travel without a Zip Oyster photocard?

- ◆ Explain that they must touch their Zip Oyster photocard on the reader to get free travel
- ◆ If they refuse to pay using a valid ticket or Oyster card, you can refuse to take them unless they could be vulnerable
- ◆ Use your common sense and do not leave young people stranded if they could be in a vulnerable position or in obvious distress – issue an Unpaid Fare Report (see page 122)

- ◆ If there are too many under-18s to stop them all, use the blue Youth Data Form (see page 126) to tell us where the problems are, or call **Code Red** if you feel unsafe

...my ticketing equipment breaks down?

- ◆ Report it immediately so it can be replaced quickly
- ◆ If the card reader is not working or is not fitted, allow all passengers with Oyster cards or contactless payment cards to travel without having to use another valid ticket
- ◆ People without Oyster cards or contactless payment cards still need to show a valid printed ticket in the usual way
- ◆ Speak to a supervisor if you are unsure or have any problems

...my bus breaks down or is turned?

- ◆ If your bus breaks down, or is turned short of its original destination, passengers can transfer on to any London bus service going the same way
- ◆ Issue a transfer voucher (see page 32) to each passenger who used Oyster pay as you go or a contactless payment card, and needs to transfer to another bus

- ◆ Remind passengers with Oyster cards or contactless payment cards that they should not touch their card on the card reader when boarding the second bus
- ◆ Try to make sure all your passengers are safely aboard another bus (see page 30)

What if...

...a passenger's Oyster card or contactless payment card is not accepted for travel?

- ◆ Ask the passenger if they have more than one card in their wallet. If so, they will get card clash. They should take out the card they wish to use and re-present it to the reader
- ◆ If the card is not working, there is little you can do to solve the problem, but always be patient and polite. Ask the passenger to try again, touching their card flat on the yellow target of the reader
- ◆ If it still does not work, use the information on the card reader display to explain what is wrong and print it out if necessary
- ◆ Passengers can get help to sort the problem out at:
 - ◇ tfl.gov.uk/fares
 - ◇ Tube stations
 - ◇ Oyster helpline on 0343 222 1234
- ◆ Freedom Pass holders do not have to pay if their card is not working, as long as you have checked the expiry date and their photocard is a true likeness – unless it has been stopped

...a passenger says there should be more money on their Oyster card?

- ◆ It could be for a number of reasons and there is little you can do
- ◆ If they have been allowed 'one more journey' on their Oyster card, they can continue to travel on your bus but you will need to make sure they take the emergency fare slip and explain they need to top up their card before making their next journey
- ◆ If a passenger boards your bus at night and shows an emergency fare slip printed out from a previous bus that night, you can issue a UFR for further travel if you feel they could be vulnerable (see earlier question 'What if a passenger cannot or will not pay?')
- ◆ If you do not feel a passenger could be vulnerable, they must use another card or valid ticket if they want to travel and contact the Oyster helpline or their card issuer to sort out the problem
- ◆ A receipt is not valid for travel

What if...

...a revenue protection inspector gets on my bus?

- ◆ If you think someone may have been trying to avoid using a valid card or ticket, let the RPI know immediately when they get on your bus
- ◆ If you had good reason not to issue a UFR to a passenger who did not have a valid ticket or card, or they walked off before you could issue one, let the RPI know immediately

...a passenger wants to know where to buy tickets and Oyster cards, where to top up their Oyster card or get a refund?

- ◆ Advise them to ask at:
 - ◇ Oyster Ticket Stops
 - ◇ London Travel Information Centres
 - ◇ Many National Rail stations
 - ◇ Tube stations
- ◆ They can also:
 - ◇ Visit our website – tfl.gov.uk
 - ◇ Call 24-hour travel information or the Oyster helpline on 0343 222 1234

The New Routemaster

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- I 45.....Customer assistants:
the basics
- I 47.....More than just a customer
assistant
- I 48.....Older and disabled passengers
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- I 60.....Key points to remember



London's New Routemaster

As a driver or customer assistant working on these unique vehicles, you are an ambassador for London's bus service and have a great opportunity to show the world what a truly first-class customer experience we provide.

This section summarises the key features and operating procedures of the bus and explains how passengers use it. It also outlines your particular responsibilities, as either a driver or customer assistant.

Good for the environment

The New Routemaster is the first bus designed for the Capital's streets in more than 50 years. Inspired by the old Routemaster design, this fully accessible bus uses the latest technology and is much more energy efficient.

A battery pack powers a permanent magnet electric motor that moves the wheels. A small, hybrid diesel-electric drive, acting as a generator and a regenerative system that recycles energy lost during braking, charges the battery. Revolutionary start-stop technology means the engine only runs when it needs to charge the battery.

Good for passengers

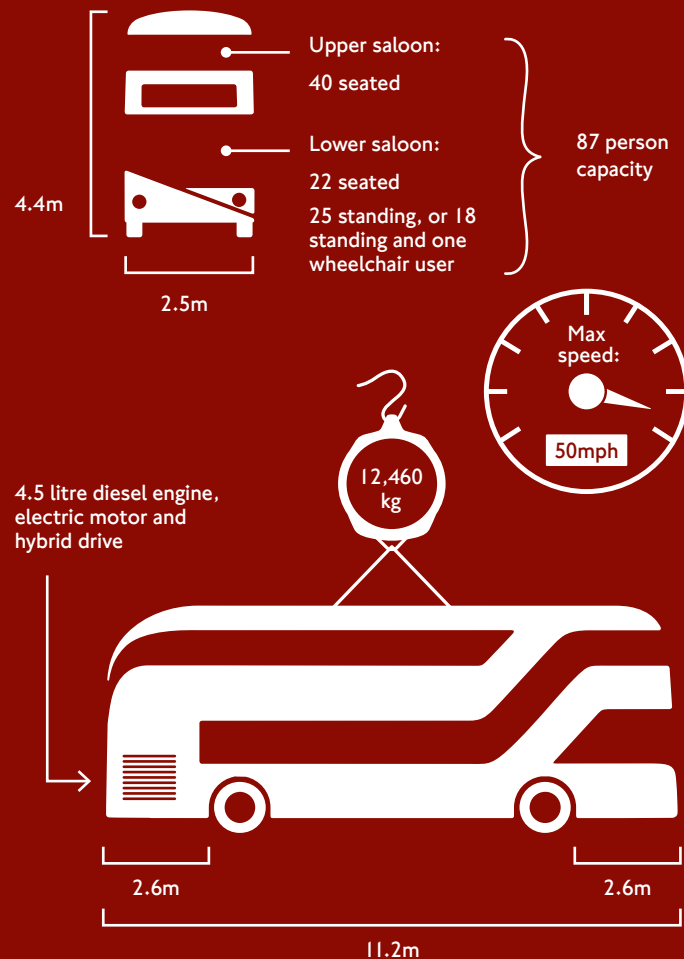
Passengers can quickly enter and exit the bus using the three doors at the front, centre and rear. All three doors have card readers, so Oyster and contactless payment card users, as well as Travelcard holders, can use any of them to board. Only those passengers using Saver tickets need to use the front door, because they have to hand the staff receipt portion to the driver.

The rear open platform allows passengers to hop on and off when a customer assistant is on board. The New Routemaster has an automated message which plays at certain locations advising passengers to 'watch out for traffic when leaving the bus'. Customer assistants can, of course, also provide journey and basic tourist information.

Inside there are two staircases, one near the front and one at the back, for easy access to and from the upper deck. The bus also has a step-free gangway on the lower deck from the front to the back, to allow easy access for all passengers.

As with all London buses, the iBus system provides passengers with audio and visual service information, including 'next stop' and other automated announcements. The driver can also use the PA system to communicate with passengers.

To find out more about the New Routemaster, visit tfl.gov.uk/newbusforlondon



Driver responsibilities

Like all bus drivers, you should familiarise yourself with the information in the Big Red Book to ensure you provide your passengers with a safe and reliable journey every time they board your bus.

As the driver of a New Routemaster, you have some additional responsibilities:

- ◆ Stay close to the kerb in heavy traffic, so that the customer assistant can allow people to hop on and off the rear open platform safely between stops
- ◆ Remember that you are always responsible for passenger safety and comfort, whether operating the bus alone or with a customer assistant
- ◆ You are responsible for checking the bus when it is on a stand (see page 26)

Customer assistants: The basics

As a customer assistant, you can enhance your passengers' experience of travelling on one of London's iconic buses.

Passengers can hop on and off the New Routemaster between stops. You are responsible for supervising the rear platform and for warning passengers of any potential dangers if they choose to hop off.

You can help passengers validate their Oyster and contactless payment cards if they need to, although you should not validate them yourself.

You also have a general responsibility to assist your passengers, especially older or disabled people who may need extra help to make their journey as safe, stress-free and comfortable as possible. Your professionalism and patience can make a difference.

Remember that not all impairments are visible. Never make assumptions and do not question anyone's entitlement to a disabled person's Freedom Pass. For example, they may be hearing impaired or have learning difficulties. (You can find more tips on helping disabled passengers on page 62.)

You can answer basic queries, such as the bus number and destination from members of the public, including people waiting at stops. Try not to engage in a prolonged conversation that could delay the service. Instead, politely direct the passenger to the nearest location where they can get help, such as a Tube station.

All customer assistants wear the same uniform, irrespective of operating company. This is to give New Routemaster buses a unified look and feel. You will also receive a special name badge: please wear it while you are on duty.



If your company has issued you with a hand-held device, such as a tablet PC, use it in accordance with their instructions when answering passengers' questions.

Most of your trips will be trouble free, but occasionally a passenger may become aggressive. If you feel threatened, think about your exit route and, if possible, put some distance between you and the individual. If you need help, press the orange alert button to inform the driver who should call **Code Red** immediately.

More than just a customer assistant

When you and the driver work together, you can provide an even better service to our passengers.

If a passenger is engaged in a long conversation with the driver, you can politely intervene to prevent delay to the service.

Carry out routine patrols inside the vehicle to check for any unusual or suspicious activity. Whenever possible, use the front staircase to get to the top deck, so you are facing the passengers as you walk through to the rear staircase to return to your usual standing position on the rear platform.

If a passenger is unsteady on their feet or needs a little extra time to get to their seat, ask the driver to wait until a passenger is seated.

You can help with light luggage or bags if someone is struggling, as long as you are happy to do so. Take care not to strain yourself by carrying heavy objects.

If the bus breaks down or is turned off its route, you can help by making sure any passenger who needs a transfer voucher gets one from the driver before the bus terminates. You can also help them plan their onward journey and transfer to other buses.

If people transfer to your bus from another that has broken down or been turned short of its destination, you – or the driver – should check each transfer voucher is valid if presented to you. If so, tear the voucher in two and return both halves to the passenger.

See page 32 for more information about transfers vouchers.

Older and disabled passengers

Kneeling the bus

1. Lower the bus by holding your finger on the 'kneel' button, next to the handbrake.
2. Briefly press the button again to return the bus to its normal position.

Boarding procedure for wheelchair users

The bus offers full wheelchair access and a priority area for wheelchair users.

All three doors open at once – operated by a single button in the cab – and drivers should aim to give wheelchair users priority and allow them to board first using the ramp, which can be extended from the centre doors.

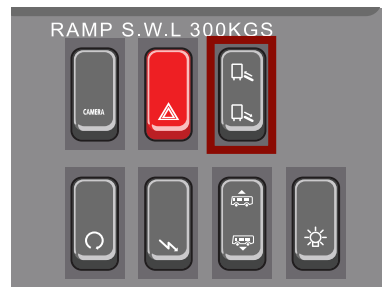
Ask passengers who want to board at the front door to wait until the wheelchair user is safely positioned in the priority area located opposite the centre doors – with their back against the backrest and wheelchair brake on – before they get on the bus.

Customer assistants can help by asking passengers who board via the rear platform, and want to use the lower deck, to wait until the wheelchair user has boarded.

There is guidance about assisting wheelchair users on pages 68-71.

Wheelchair ramp

To extend the ramp, hold your finger on the button. If you release the button too early, the ramp will stop and will need to be retracted before being extended again.



The wheelchair ramp has a sensitive edge so, if it meets an obstruction, it will stop and exhaust air. You will need to remove the obstruction before retracting the ramp and extending it once more.

See page 68 for the boarding procedure for wheelchair users.

Using the wheelchair priority area

Wheelchair users should have access to the priority area, as this is the only place they can travel safely.

If the space is occupied by other passengers or buggies, the driver must ask them to move using the iBus pre-recorded message or PA system, or the customer assistant should speak to them face-to-face.

If a buggy owner already on the bus is willing to get off to provide more space for another buggy or wheelchair user, you should issue a transfer voucher to allow them to travel on another bus.

This situation, and dealing with buggies generally, is covered on pages 38-39.

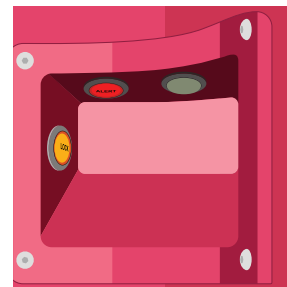
Passengers with hearing aids

The bus is fitted with a T-loop, so, if it is appropriate, the driver should advise passengers using a hearing aid so that they can set their aid to the 'T' position.

Modes of operation

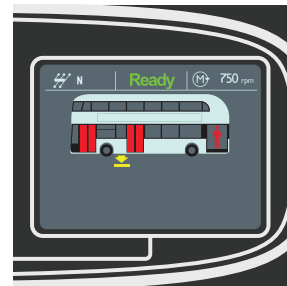
The bus can be operated by either a driver (OPO mode) or a driver and customer assistant (crew mode). It is quite straightforward to switch from one mode to another.

In crew mode the customer assistant uses the three buttons pictured opposite. These are (left to right): Lock, Alert, Interlock.

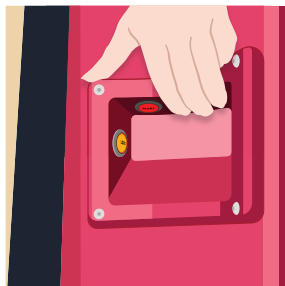


Normal operation in crew mode

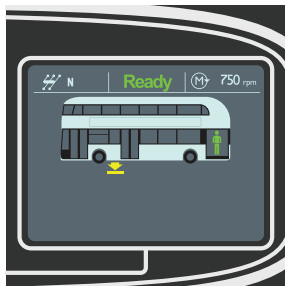
1. When the driver presses the 'door open' button, both the front and middle doors will open at once.
2. After closing the doors, the driver's information screen shows a 'red man'. This means the door/brake interlock is on.



3. The customer assistant should first check for any passengers still intending to board, then release the door/brake interlock by pressing and holding the green interlock release button until it stops beeping – generally about five seconds.



4. A 'green man' on the driver's information screen will indicate that the door/brake interlock is off and the bus is ready to proceed.



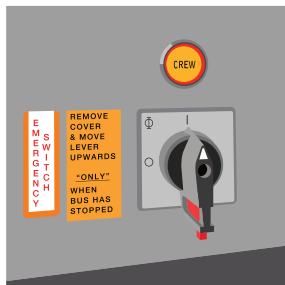
5. Drivers should check for boarding/alighting passengers using the mirrors and/or CCTV until they are satisfied they can set off safely.
6. Customer assistants can let the driver know of any potential problems, such as a passenger attempting to board/alight, by repeatedly pressing their orange alert button (also located in the inset area by the rear staircase). If the bus has already pulled away, the driver should stop the vehicle as soon as it is safe to do so, discuss the problem with the customer assistant and seek help, perhaps by contacting CentreComm.

Overhead (emergency) door buttons



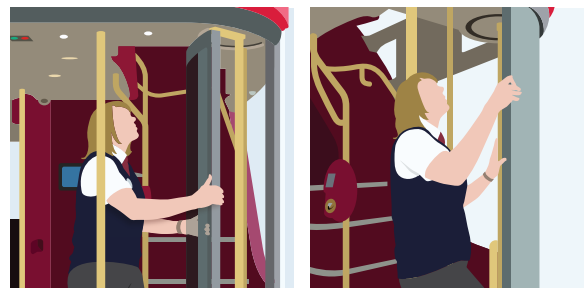
Converting the bus from crew to OPO mode

1. The driver should check the handbrake is on and the engine is running.
2. The driver then presses the yellow 'crew' button in the cab and an icon will appear on their information screen.

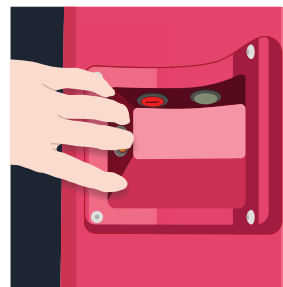


3. The customer assistant should press and hold their orange lock button (located in the inset area by the rear staircase) until they can hear the air pressure release. An alarm will then sound.

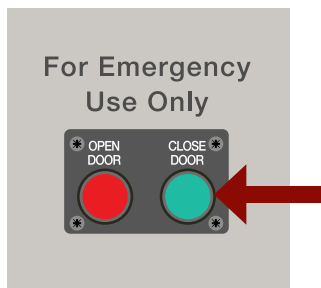
4. The customer assistant then moves the curved, quarter-panel door into the correct closed/nested position, keeping hands and fingers clear of the hand pole.



5. The customer assistant should press and hold the orange lock button again until they hear the air pressure being released.



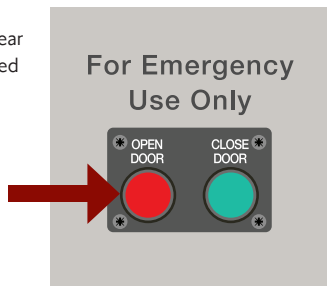
- The final step is for the customer assistant to close the three-quarter rear door using the overhead green emergency button.



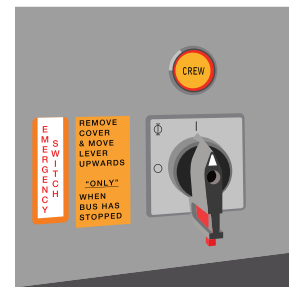
- Pressing the green interlock release button will stop the alarm.

Converting the bus from crew to OPO mode

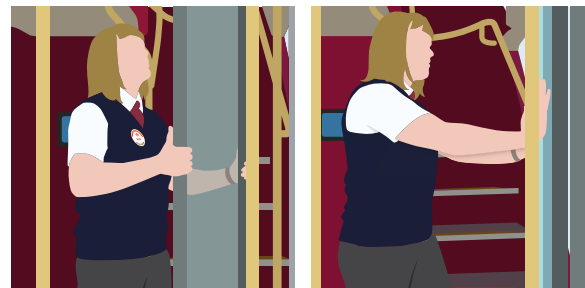
- Check the handbrake is on and the engine is running.
- The customer assistant opens the three-quarter rear door using the overhead red emergency button.



- The driver then presses the yellow 'crew' button inside the cab. An icon will appear on their information screen.



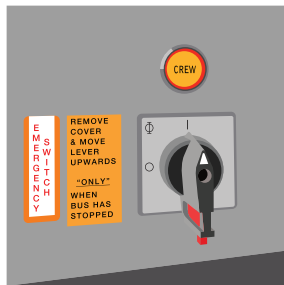
- The customer assistant should press and hold the orange lock button until they hear the air pressure release and an alarm sound.
- The customer assistant moves the curved quarter-panel door into an open position, taking care that it does not foul the overhead coving panel.



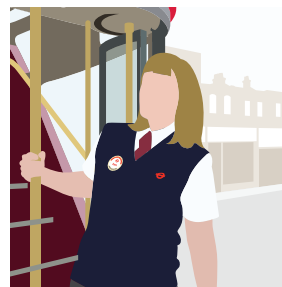
6. They should then press and hold the orange lock button again until they can hear the air pressure being released.



7. The alarm can be stopped by pressing the green interlock release button.
8. Finally, the customer assistant confirms with the driver that the crew light in the cab has been switched off. The driver may need to do this by pressing the yellow 'crew' button.



The customer assistant helps people get on and off safely.



Key points to remember

- ◆ You can operate the New Routemaster in either OPO mode, with just a driver, or crew mode, with a driver and customer assistant. The rear platform (and door) is open in crew mode. The driver operates all three doors, including the rear door, when the bus is in OPO mode
- ◆ The driver is responsible for passenger safety and comfort at all times, whether a customer assistant is on board or not, and for checking the bus when it is on a stand. Check the bus regularly for unattended bags or packages, with the customer assistant's help when available
- ◆ The customer assistant should normally stand at the rear open platform to help people get on and off safely, both at stops and between stops. They should patrol the bus to check for unusual or suspicious activity, including unattended items
- ◆ Customer assistants should not validate Oyster or contactless payment cards, although you can direct people to card readers (available at all three doors) and advise passengers using Saver tickets to see the driver
- ◆ Drivers are responsible for informing passengers about any change of destination or unscheduled stops owing to breakdown, and for issuing transfer vouchers to all passengers. Both the driver and customer assistant should help people transfer to other buses, and check transfer vouchers presented by anyone transferring from another bus
- ◆ The New Routemaster is designed to help older and disabled passengers travel safely and comfortably. All buses can kneel to make getting on and off easier and have a step-free gangway on the lower deck, a wheelchair ramp, dedicated priority area for wheelchair users and a T-loop system transmitting announcements for passengers with hearing aids
- ◆ Both the driver and customer assistant should be ready to offer help if a passenger is having difficulty, and should give wheelchair users priority. However, if other passengers insist on occupying the wheelchair priority area, even after you have requested they move to make room for a wheelchair user, you cannot make them leave the bus (see page 150)
- ◆ When the bus is in crew mode, passengers should never be prevented from using the open rear platform to board or alight between stops, although the customer assistant should advise if it is not safe to do so. Driving close to the kerb in heavy traffic will reduce the risk to passengers hopping on or off

Useful contacts

London Buses Customer Services:

0343 222 1234

(08:00-20:00, Monday to Friday)

Live bus departures:

countdown.tfl.gov.uk

Oyster helpline:

0343 222 1234

(08:00-20:00, every day)

TfL Lost Property Office:

0343 222 1234

(08:30-16:00, Monday to Friday except public holidays)

Any lost property found on your bus should be kept in a secure place until you can hand it in at your garage at the end of your shift.

24-hour travel information:

0343 222 1234 or text 60835

If you see a vandalised bus stop/shelter:

Call 0800 731 3699 or CentreComm ([Code Blue](#))

Report It

Report disruptive roadworks at tfl.gov.uk/roadworks or by tweeting @report_it with the hashtag #roadworks

TfL website: tfl.gov.uk

The following page is for you to make a note of anything you want to know that is not covered in this book.

If there is anything that you want to know, which is not covered here, send a text to: **07860 023080***, or email **busdriverfeedback@tfl.gov.uk** and we'll get back to you.

Notes

Glossary

Advanced Stop Box (ASB) – At junctions, this is an area at the top of a road where cyclists can wait at the front of traffic at an advanced stop line (ASL). All other vehicles, including buses, should not stop in this box and should wait at the first stop line (see page 52).

Assistance dogs – Specially trained dogs that help disabled people to travel more independently. All assistance dogs are welcomed on to London's buses. There is no limit on the number you can allow on your bus (see page 66).

Barclays Cycle Hire – Cycles provided by TfL that can be hired by users from docking stations in central and east London.

Barclays Cycle Superhighways – In some parts of London, cycle routes are marked out in blue to help provide a clearer, direct and continuous route for cyclists.

Bus station controller (BSC) – TfL staff who help to maintain safe operation in and around bus stations.

Bus stand – A place away from the bus route where a bus may stand. The bus engine should be switched off upon arrival (see page 26).

Card clash – If a passenger has more than one card in their wallet, they will get card clash and the reader will reject their cards. You should ask them to take out the card they wish to use and re-present it to the reader.

Cash-free operation – On London's buses we no longer accept cash to pay fares. Passengers need another way to pay for bus travel: Oyster card, contactless payment card or printed ticket (see page 100).

CentreComm – London Buses' emergency command and control centre. It operates 24 hours a day, seven days a week to monitor the bus network. CentreComm is the fastest way to get help in an emergency (see page 79).

Closed-circuit television (CCTV) – Cameras are fitted in various places on London's buses to digitally record visual images for safety, security and crime prevention.

Code Blue – When you need to report an incident (not an emergency) press the blue button on your MDT to call CentreComm (see page 81).

Code Red – When you need emergency help, press the red button on your MDT to call CentreComm (see page 80).

Computer aided dispatch (CAD) reference number – If you are a victim of crime, you will be given a CAD reference number by the police, which is then used to refer to your case (see page 92).

Contactless payment card (CPC) – A credit or debit card issued by a bank or building society that includes the 'contactless' symbol and can be used for contactless payments. Note: Many cards issued by foreign banks will not work on bus readers.

Curtailment – You may be asked to turn your bus short of its usual destination by a bus company official, a TfL official or the police. When this happens, you should inform your passengers using the PA.

English National Concessionary Travel Scheme (ENCTS)

pass – Issued outside London, these passes allow free travel across England for older and disabled passengers. The local authority name is shown on the top right hand corner (see page 114).

Electronic ticket machine (ETM) – The standard ticket machine, plus Oyster card reader, used on all buses that operate on London's bus network.

Freedom Pass – Similar to the ENCTS pass, these generally allow free travel across England for older and disabled London residents. The words 'Freedom Pass' appear on the top right hand corner (see page 108).

Hail and Ride – A section of a bus route with no fixed bus stops, often within housing estates, where intending passengers can hail the bus. You should only stop where it is safe to do so. Avoid areas where your view is limited or where you could block other road users (see page 26).

iBus – The system that supports the MDT which allows your bus company, TfL and others (where necessary) to know where you are. It also provides the information for audio and visual stop announcements on your bus.

iBus pre-loaded SMS text messages – iBus includes a set of pre-loaded SMS (short message service) text messages which help to get important messages quicker to your service controller and reduces the number of radio calls (see pages 88).

iBus pre-recorded announcements – Another feature of iBus is a set of pre-recorded automated announcements to support you, such as ‘Seats are available on the upper deck’ and ‘Can passengers please make space in the wheelchair area’ (see pages 45, 58).

ITSO smartcard – Smartcards issued by other operators. Currently, these cannot be validated on TfL card readers (see page 105).

Kneel the bus – The facility to lower the bus so that your entry and exit doors are nearer to the height of the kerb. It may help an older or disabled person to board or alight if you lower the nearside of the bus before you open the doors.

Mobile data terminal (MDT) – The standard iBus radio unit fitted to all buses that operate on London’s bus network.

Mobility Aid card – A card that helps you to know the holder is using an approved mobility aid that can be taken on to the bus. This will be used mainly by mobility scooter users (see page 72).

Mobility walkers and shopping trolleys – A wheeled device or shopping trolley used by people to assist with their mobility. They may ask to use the centre doors and ramp to enter and leave the bus, and this is allowed as it is the safest and easiest way for them to do so. These can be positioned with the user in the wheelchair priority area (see page 74).

Network traffic controller (NTC) – TfL staff who help with incidents and emergencies that affect London’s bus network.

One more journey feature – A feature on Oyster cards that allows the user to ‘dip’ into the deposit on their card and make one more bus journey if they do not have a valid Bus & Tram Pass, Travelcard or the full Oyster fare remaining on their card. If passengers have at least £0.00 value on their card, they will hear a different sound on the ticket machine and an emergency fare slip will be printed out telling them to top up before making their next journey. You can help by making sure they take the slip and politely explaining this to them (see page 100).

Oxygen cylinder – A portable oxygen cylinder that helps the user with their breathing, generally carried in a bag. You should allow passengers carrying oxygen cylinders to board the bus (see page 35).

Police community support officer (PCSO) – A member of police staff who can assist and support you with issues on your route. Some of their powers are similar to those of a police officer and they are trained in particular skills such as evidence gathering and communication with the public.

Public address (PA) system – Every MDT fitted to a bus includes a microphone that allows you to make announcements to your passengers. This is particularly useful, for example, before you go on diversion (see page 54).

Report IT – Roadworks should be tidy, safe, have clear signage to explain what is happening, and take up as little space as possible. If you see any roadworks that are not reaching these standards, you can report them at tfl.gov.uk/roadworks or by tweeting @report_it with the hashtag #roadworks.

Resolution number – A three-digit number that you enter into the ticket machine to prevent Oyster users from being overcharged when there is disruption on Tube or rail services (see page 120).

Revenue protection inspector (RPI) – TfL staff who are employed to ensure passengers are paying the right fares and using the correct tickets (see page 136).

T-loop – Amplifies sound for passengers with hearing aids. If the bus is fitted with a T-loop there will be a sign on the cab door, and the passenger must select the 'T' position on their hearing aid. The T-loop operates in the drivers cab area and the area around the wheelchair priority space.

Transfer voucher – A voucher issued to each passenger who used Oyster pay as you go or a contactless payment card, when you are asked to curtail your bus and they need to transfer to another bus. These can be issued to buggy owners already on the bus, if they are willing to get off to provide more space for another buggy or wheelchair user. The transfer voucher is valid for up to 60 minutes from issue on any London bus service going the same way. Remind card users not to touch in on the next bus (see page 32).

Transport for London (TfL) – We are the integrated body responsible for the Capital's transport system. Our role is to implement the Mayor's Transport Strategy and manage transport services across London, for which the Mayor has ultimate responsibility. We manage London's buses, London Underground, the Docklands Light Railway, London Overground and London Tramlink. We also run London River Services, Victoria Coach Station and London Transport Museum. We manage a 580km network of main roads, all of London's 6,000 traffic lights, regulate taxis and the private hire trade and run Barclays Cycle Hire.

Travel support card – A card that allows the holder to write down key information which helps them explain their transport needs and gives the holder more confidence. For example, this may be used by someone with learning difficulties (see page 67).

Workplace Violence Unit (WVU) – A partnership between TfL and the Metropolitan Police Service dedicated to the investigation of assaults (including spitting) on frontline bus staff ().

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